Extraflame®

Riscaldamento a Pellet

# PELLET STOVES USER MANUAL
## LCD

ENGLISH/INGLESE

*We thank you for having chosen our company; our product is a great heating solution developed from the most advanced technology with top quality machining and modern design, aimed at making you enjoy the fantastic sensation that the heat of a flame gives, in complete safety.*

*Extraflame S. p. A.*

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# WARNINGS

This instructions manual is an integral part of the product: make sure that it always accompanies the appliance, even if transferred to another owner or user, or if transferred to another place. If it is damaged or lost, request another copy from the area technician. This product is intended for the use for which it has been expressly designed. The manufacturer is exempt from any liability, contractual and extracontractual, for injury/damage caused to persons/animals and objects, due to installation, adjustment and maintenance errors and improper use.

**Installation must be performed by qualified staff, which assumes complete responsibility for the definitive installation and consequent good functioning of the product installed. One must also bear in mind all laws and national, regional, provincial and town council Standards present in the country in which the appliance has been installed.**
**Extraflame S.p.A. cannot be held responsible for the failure to comply with such precautions.**

After removing the packaging, ensure that the content is intact and complete. Otherwise, contact the dealer where the appliance was purchased.
All electric components that make up the product must be replaced with original spare parts exclusively by an authorised after-sales centre, thus guaranteeing correct functioning.

# SAFETY

- The stove must not be used by persons (including children) with reduced physical, sensory and mental capacities or who are unskilled persons, unless they are supervised and trained regarding use of the appliance by a person responsible for their safety.
- Children must be checked to ensure that they do not play with the appliance.
- Do not touch the stove when you are barefoot or when parts of the body are wet or damp.
- The safety and adjustment devices must not be modified without the authorisation or indications of the manufacturer.
- Do not pull, disconnect, twist electric cables leaving the stove, even if disconnected from the electric power supply mains.
- It is advised to position the power supply cable so that it does not come into contact with hot parts of the appliance.
- The power supply plug must be accessible after installation.
- Do not close or reduce the dimensions of the airing vents in the place of installation. The airing vents are essential for correct combustion.
- Do not leave the packaging elements within reach of children or unassisted disabled persons.
- The hearth door must always be closed during normal functioning of the product.
- When the appliance is functioning and hot to the touch, especially all external surfaces, attention must be paid
- Check for the presence of any obstructions before switching the appliance on following a prolonged period of inactivity.
- The stove has been designed to function in any climatic condition (even critical). In particularly adverse conditions (strong wind, freezing) safety systems may intervene that switch the stove off. If this occurs, contact the technical after-sales service and always disable the safety systems.
- In the event the flue catches fire, use suitable systems for suffocating the flames or request help from the fire brigade.
- This appliance must not be used to burn waste
- Do not use any flammable liquids for ignition
- During the filling phase do not put the bag of pellets to into contact with the product
- The majolicas are top quality artisan products and as such can have micro-dots, crackles and chromatic imperfections. These features highlight their valuable nature. Due to their different dilation coefficient, they produce crackling, which demonstrate their effective authenticity. To clean the majolicas, it is recommended to use a soft, dry cloth. If a detergent or liquid is used, the latter could penetrate inside the crackles, highlighting them.

# ROUTINE MAINTENANCE

Based on Decree 22 January 2008 n°37 art.2, routine maintenance means interventions aimed at reducing degradation due to normal use, as well as dealing with accidental events entailing the need of first interventions, which however do not modify the structure of the system upon which one is intervening or its intended use according to the requirements laid down by the technical standards in force and by the manufacturer's use and maintenance manual.

# SAFETY DEVICES

| SAFETY DEVICES<br><br>KEY: * = PRESENT, - = NOT PRESENT | STOVES |
|---|---|
| **Circuit board**: it intervenes directly sending the product into alarm conditions until it has fully cooled down, in the event of: fumes motor breakage, pellet feed motor breakage, black out (if above 10 seconds), failed ignition | * |
| **Door micro switch:** With the door open, the operation of the burn pot cleaning system is blocked | - |
| **Electronic pressure switch:** in the event of inadequate depression, it sends the machine in alarm conditions | * |
| **F 2.5 A 250 V fuse (stoves):** protects the machine from violent current surges | * |
| **85°C calibrated mechanical bulb with manual rearm**: intervenes by blocking fuel feed whenever the pellet tank t° reaches the limit of 85°C. **Rearm must be performed by qualified staff and/or the manufacturer's technical after-sales assistance.** | * |
| **Pellet tank temperature control probe:** if the tank over-heats, the machine automatically modulates to return to normal temperature values (* in the applicable models) | * |
| **Mechanical air pressure switch:** blocks the pellet in the event of insufficient depression (in the relevant models) | * |

# REFERENCE STANDARDS

The installation must be in compliance with:

- **UNI 10683 (2012) heat generators fed with wood and other solid fuels: installation.**

The chimneys must be in compliance with:

- UNI EN 13063-1 and UNI EN 13063-2, UNI EN 1457, UNI EN 1806 in the event of non-metallic chimneys:
- EN 13384-1 (13384) chimneys. Thermal and fluid dynamic calculation methods.
- UNI EN 1443 (2005) chimneys: general requirements.
- UNI EN 1457 (2012) chimneys: clay/ceramic flue liners.
- UNI/TS 11278 (2008) Metal - chimneys/flue liners/flue ducts.
- UNI 7129 point 4.3.3 Fire Brigade provisions, local rules and regulations.

**NATIONAL, REGIONAL, PROVINCIAL AND TOWN COUNCIL REGULATIONS**

One must also bear in mind all laws and national, regional, provincial and town council Standards present in the country in which the appliance has been installed.

**TERMS AND DEFINITIONS**

**Aeration:** Air renewal is required both for the disposal of the combustion products, and to prevent mixtures with a hazardous content of non-combusted gases.

**Closed hearth appliance:** Appliance designed for operation with closed combustion chamber.

**Forced draught appliance:** Appliance with ventilation in the fumes circuit and combustion with fumes flow at a positive pressure with respect to the environment.

**Chimney:** Structure consisting in one or several walls containing one or several outflow airways.
The purpose of this predominantly vertical element is to expel the combustion products at a convenient height from the ground.

**Smoke duct:** Component or components that connect the outlet of the heat generator to the chimney.

**Chimney cap:** Device that placed on the chimney outlet allows the dispersion of the combustion products even in presence of adverse weather conditions.

**Condensation:** Liquid products which form when the fumes temperature is lower or equal to the water dew point.

**Ducting pipe:** Pipe made up of one or several predominantly vertical elements, specifically suitable for collecting and expelling the fumes, as well as to withstand the relative components and any condensate over time,
suitable to be installed in a chimney, existing or new technical compartment, even in new buildings.

**Sealed installation:** Installation of an appliance with sealed operation, so that all the air required for combustion is taken from outside.

**Maintenance:** Set of procedures required to ensure and maintain safety and functionality over time and maintain the efficiency of the system within the prescribed parameters.

**Chimney system:** Chimney installed using a combination of compatible components, manufactured or specified by a sole manufacturer whose product liability covers the entire chimney.

**Fumes exhaust system:** Flue gas exhaust system, independent from the appliance made up of a smoke duct, chimney or individual flue and chimney cap.

**Radiation area:** Area immediately in front of the hearth in which the radiant heat caused by combustion is diffused.

**Reflux area:** Area beyond the extrados of the roof in which overpressure or depressions occur, which may affect the proper discharge of the combustion products.

## FUNCTIONAL OPERATIONS DIAGRAM

State of the art installation and proper system operation include a series of activities:

**1. Preliminary activities:**

- verification of the suitability of the installation site,
- verification of the suitability of the fumes exhaust system,
- verification of the suitability of the outside air inlets;

**2. Installation:**

- implementation of ventilation and connection to the outer air inlets,
- implementation and connection to the fumes exhaust system,
- assembly and installation,
- electric and hydraulic connections,
- installation of insulation,
- ignition and operation test,
- installation of finishings and coverings;

**3. Issue of complementary documentation;**

**4. Inspection and maintenance.**

*Other actions may be required in relation to specific requests of the competent authority.*

## PRELIMINARY ACTIVITIES

### GENERAL

Verification of compatibility of the system, of any restrictions required by local administrative regulations, special or conventional requirements resulting from condominium regulations, constraints, laws or administration deeds must precede any other assembly or installation operation.

One must especially verify the suitability:

- of the installation premises, of the appliances already installed in the installation premises and in the adjacent and adjoining premises, also powered by different fuels, with particular reference to non-compliant installations.

- of the fumes exhaust system
- of the outside air inlets

## SUITABILITY OF THE FUMES EXHAUST SYSTEM

Installation must be preceded by a compatibility test between the appliance and the fumes exhaust system, by verifying:

- the existence of documentation relating to the system;
- existence and content of the chimney plaque;
- suitability of the internal section of the chimney;
- absence of obstructions all along the chimney;
- predominantly vertical height and development of the chimney;
- existence and suitability of the chimney cap;
- distance of the outside wall of the chimney and of the smoke duct from
- combustible materials;
- chimney type and material;
- absence of other chimney connections.

# INSTALLATION

Installation in premises with fire hazards is forbidden. Installation in residential premises (except for sealed operation appliances) is also forbidden:

- in which there are liquid fuel-operated appliances with continuous or intermittent operation, which draw the combustion air in the room in which they are installed, or
- in which there are type B gas appliances intended for room heating, with or without production of domestic hot water and in adjacent and adjoining premises, or
- in which, in any case, the depression measured during installation between the internal and external environment is greater than 4 Pa

**Installations in bathrooms, bedrooms and studio flats**

Installation in bathrooms, bedrooms and studio flats is only allowed for sealed or closed hearth appliances with ducted combustion air taken from the outside.

**Installation premises requirements**

The support surfaces and/or points must have a suitable load-bearing capacity to support the weight of the appliance, of the accessories and coatings.
The adjacent, side and rear walls and the supporting surface must be made of non-combustible material according to the table

| REFERENCES | INFLAMMABLE OBJECTS | NON-INFLAMMABLE OBJECTS |
|---|---|---|
| A | 200 mm | 100 mm |
| B | 1500 mm | 750 mm |
| C | 200 mm | 100 mm |

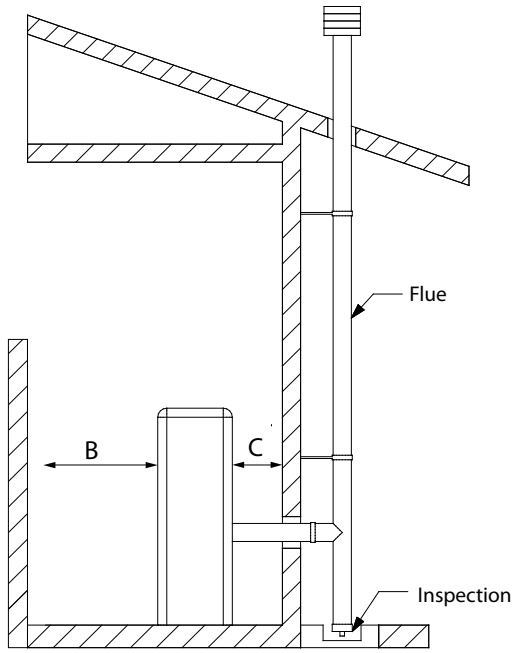



figure 1

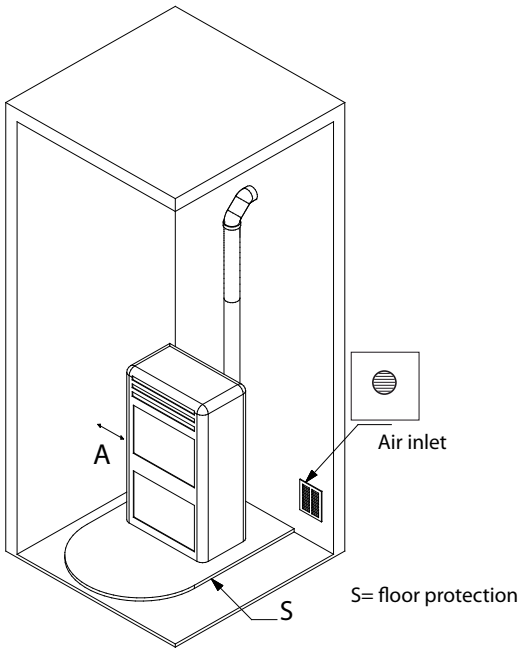



figure 2

In any case the temperature of the adjacent combustible materials must not reach a temperature equal to or greater than the room temperature increased by 65°C.

The minimum volume of the premises in which to install the appliance must be greater than 15 $m^3$.

**VENTILATION AND AERATION OF THE INSTALLATION PREMISES**

Ventilation is deemed sufficient when the room is equipped with air inlets according to the table:

**Air inlet**
See figure 2

| Appliance categories | Reference standard | Percentage of the net opening section with respect to the appliance fumes outlet section | Minimum net opening value of the ventilation duct |
|---|---|---|---|
| Pellet stoves | UNI EN 14785 | - | 80 $cm^2$ |

In any case ventilation is deemed sufficient when the pressure difference between the external and internal environment is equal to or less than 4 Pa.

In the presence of type B gas appliances with intermittent operation not intended for heating, they must have their own aeration and/or ventilation opening. The air inlets must meet the following requirements:

- they must be protected with grids, metal mesh, etc., but without reducing the net useful section;
- they must be made so as to make the maintenance operations possible;
- positioned so that they cannot be obstructed;

The air flow can also be obtained from a room adjacent to that of installation (indirect aeration and ventilation), as long as the flow takes place freely through permanent openings communicating with the outside.
The adjacent room cannot be used as a garage, warehouse of combustible material or for any other activity with a fire hazard, bathroom, bedroom or common room of the building.

# FUMES EXHAUST SYSTEM

## GENERAL REQUIREMENTS

Each appliance must be connected to a suitable fumes exhaust system and ensure adequate dispersion of the combustion products into the atmosphere. The combustion products must discharged above the roof. Direct discharge from the wall or towards closed spaces is forbidden, even with clear skies.
In particular, it is forbidden to use flexible and extendible metal pipes.
The chimney should only receive the exhaust of the smoke duct connected to the appliance; collective flues or conveying exhausts from hoods above cooking appliances of any kind, or exhausts from other generators into the chimney itself or smoke duct are not allowed.
The smoke duct and the chimney must be connected with a continuity solution, in order to prevent the chimney from resting on the appliance.
It is forbidden to have other air supply channels and pipes for plant engineering transit inside the fumes exhaust systems, especially if over-sized.

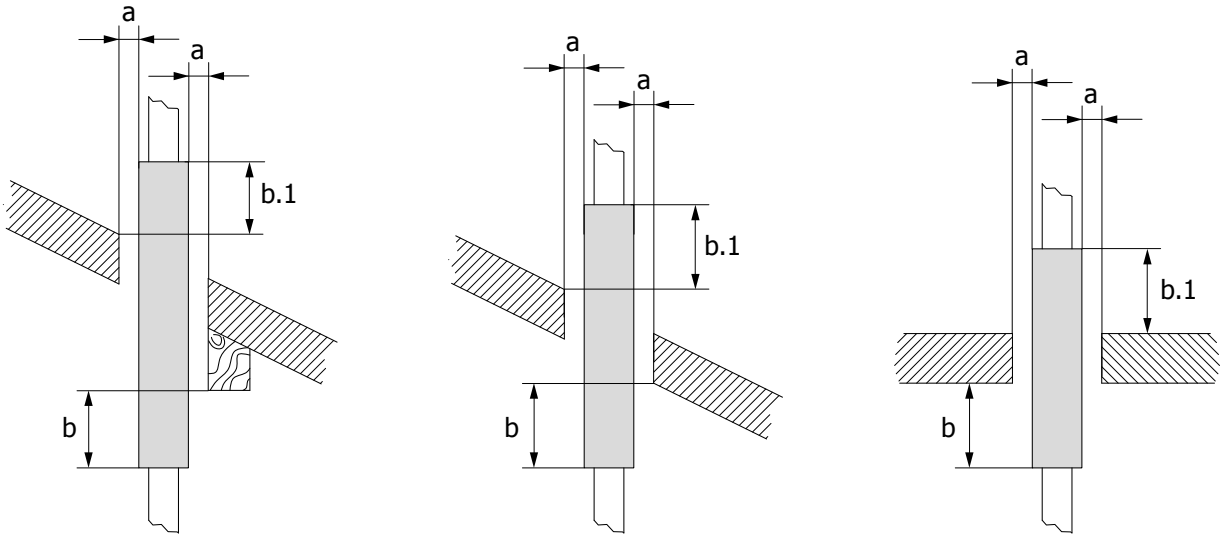
The components of the fumes exhaust system must be chosen in relation to the type
of appliance to be installed in compliance with:

- in the event of metal chimneys, UNI/ TS 11278, with particular attention to what is stated in the specification;
- in the event of non-metallic chimneys: UNI EN 13063-1 and UNI EN 13063-2, UNI EN 1457, .-UNI EN 1806; considering especially:
- temperature class;
- pressure class (fumes seal) at least equal to the seal required for the appliance;
- moisture resistance (resistance to condensation);
- class or level of corrosion and specification of the materials constituting the inner wall in contact with the fumes.
- soot fire resistance class;
- minimum distance from combustible materials

The installer of the fumes exhaust system, once the installation is complete and the relevant checks and inspections have been made, must fix the chimney plaque supplied by the manufacturer with the product in a visible manner, near the fireplace, and which must be completed with the following information:

- nominal diameter;
- distance from combustible materials, indicated in millimetres, followed by the arrow and flame symbol;
- installer data and date of installation.

Every time one must cross combustible materials, the following indications must be complied with:



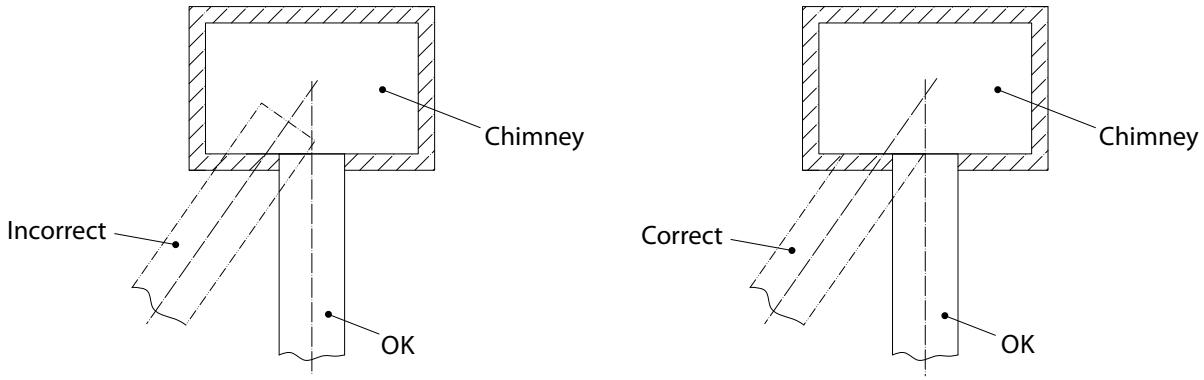

| SYMBOL | DESCRIPTION | QUOTA[MM] |
|---|---|---|
| b | Minimum distance of combustible materials from the intrados of the framework/floor/wall | 500 |
| b.1 | Minimum distance of combustible materials from the extrados of the framework/floor | 500 |
| a | Minimum distance from combustible materials defined by the manufacturer | G(xxx) |
| The single wall pipes are indicated in white.<br>The insulated double wall chimney systems are indicated in grey. | | |
| One can disregard the quota only in the event of using an appropriate heat protection screen (for example: wall plate) to protect the intrados of the framework/floor | | |

## SMOKE DUCT

General requirements

The smoke ducts must be installed in compliance with the following general requirements:

- they must be insulated if they cross through rooms that are not to be heated or outside the building;
- they must not cross rooms in which the installation of combustion appliances is forbidden, nor in other premises compartmentalised against fire or with a fire hazard, nor in rooms and/or areas that cannot be inspected;
- they must be installed so as to allow normal thermal expansion;
- they must be fitted to the opening of the chimney without protruding inwards;
- the use of flexible metal pipes to connect the appliance to the chimney is not allowed;



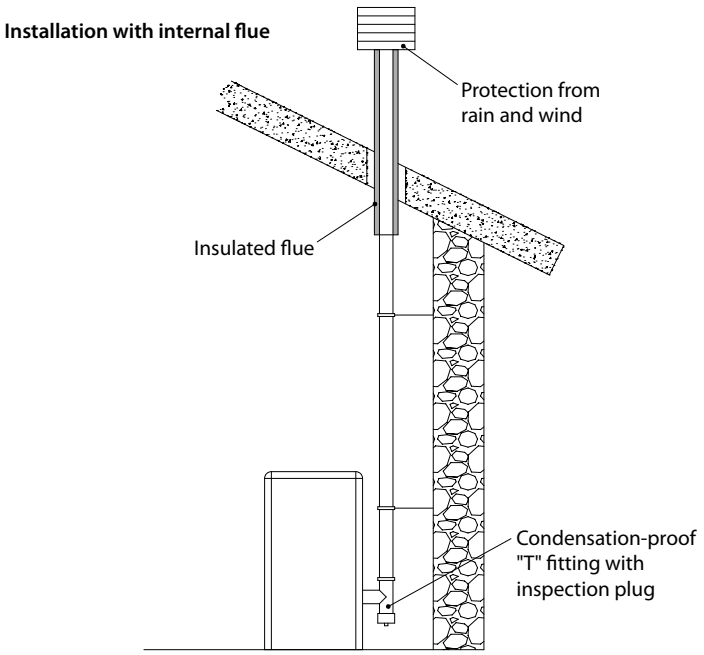
- counter-slope sections are not allowed;
- the smoke ducts must have, along their entire length, a diameter that is no less than that of the attachment of the appliance exhaust pipe; any section changes are allowed only on the inlet to the chimney;
- they must be installed so as to limit the formation of condensation and prevent their release from the joints;
- they must be positioned at a distance no less than that indicated in the product specifications from combustible materials;
- the smoke channel/duct must allow to collect the soot and to be cleaned using a swab and inspected after being disassembled, or through inspection openings when not accessible from inside the appliance.

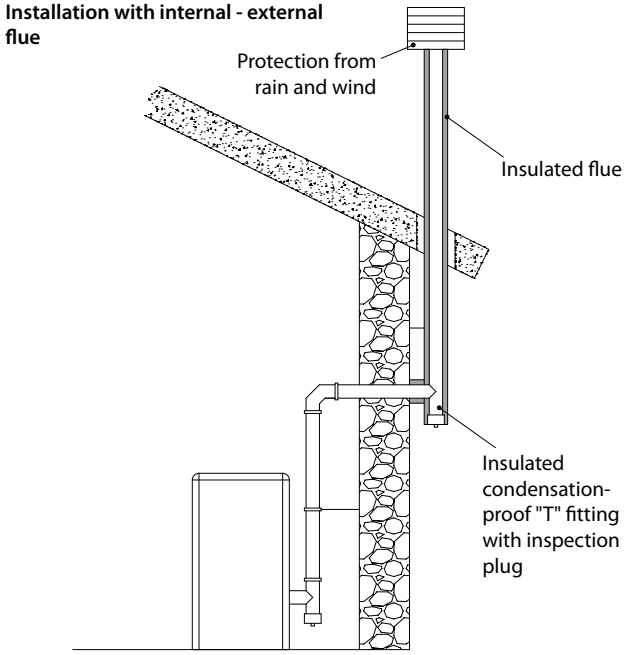
**ADDITIONAL REQUIREMENTS FOR APPLIANCES FITTED WITH AN ELECTRIC FAN FOR FUMES EXPULSION**

For the heat generator appliances equipped with electric fan for expelling fumes, the instructions below must be followed:

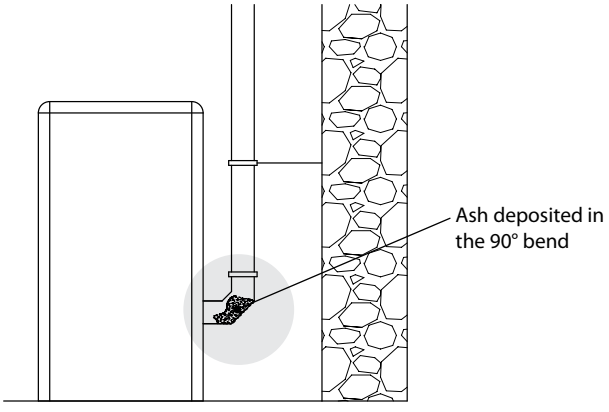
- The horizontal sections must have a minimum upward slope of 3%
- The length of the horizontal section must be minimal and, in any case, no longer than 3 metres
- The number of direction changes including the one due to the use of the "T" element must not be more than 4.

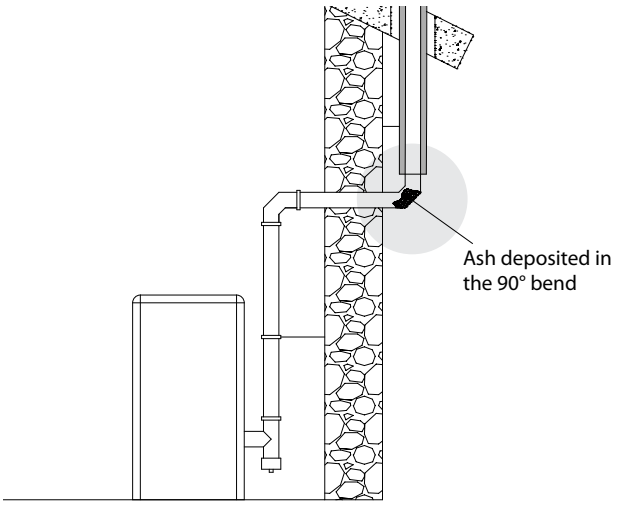
**EXAMPLES OF CORRECT CONNECTION TO THE CHIMNEY**


Installation with internal flue
Protection from rain and wind
Insulated flue
Condensation-proof "T" fitting with inspection plug

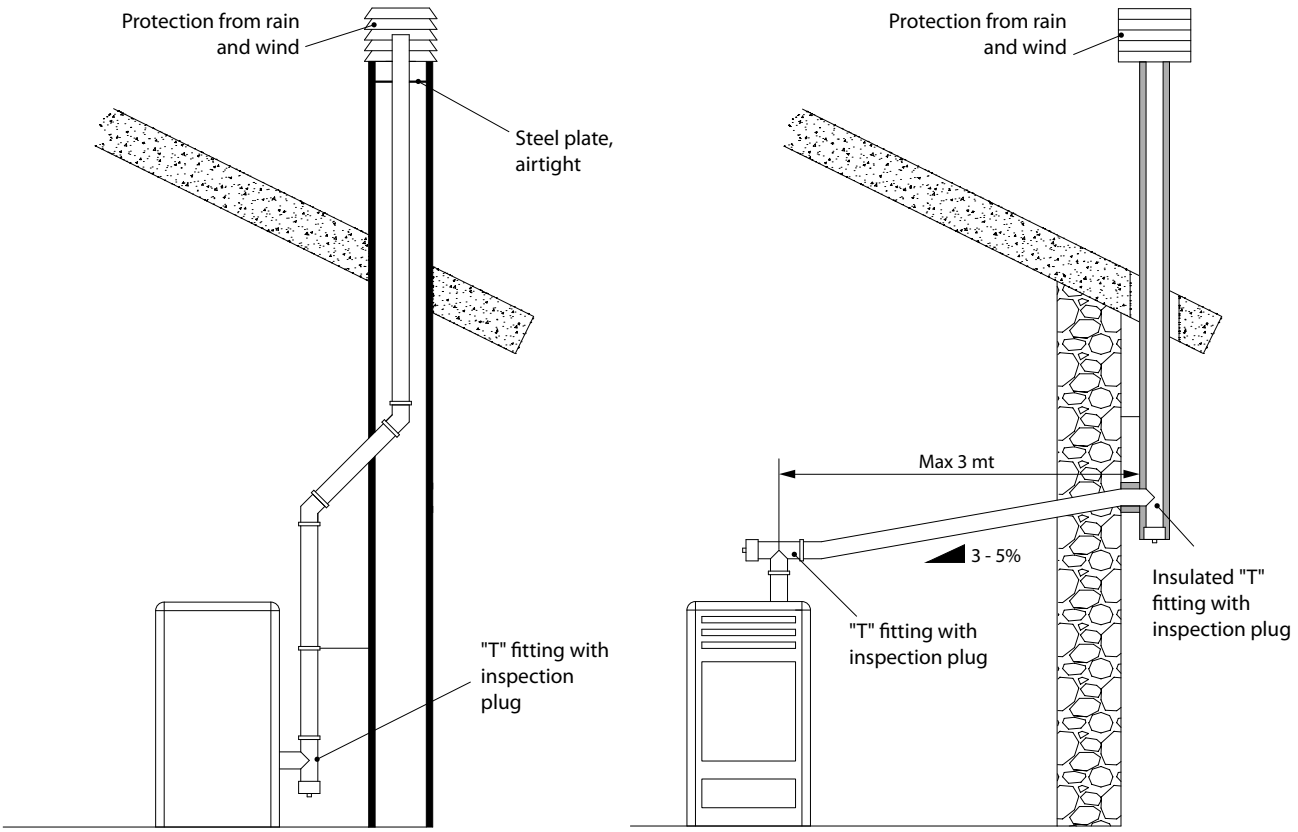

Installation with internal - external flue
Protection from rain and wind
Insulated flue
Insulated condensation-proof "T" fitting with inspection plug

**IT IS NOT RECOMMENDED TO INSTALL A 90° BEND AS THE FIRST INITIAL PART, SINCE THE ASH WOULD BLOCK THE PASSAGE OF THE FUMES IN A SHORT TIME, CAUSING PROBLEMS TO THE STOVE DRAUGHT. SEE FIGURES BELOW:**



**EXAMPLES OF CORRECT CONNECTION TO THE CHIMNEY**


Protection from rain and wind
Steel plate, airtight
"T" fitting with inspection plug
Protection from rain and wind
Max 3 mt
3 - 5%
"T" fitting with inspection plug
Insulated "T" fitting with inspection plug

**It is mandatory to use airtight pipes.**

### CHIMNEY

In addition to the general requirements, the chimneys for releasing combustion products into the atmosphere must:

- operate under negative pressure (operation under positive pressure is not allowed);
- have a preferably circular internal section; square or rectangular sections must have rounded corners with a radius of no less than 20 mm (hydraulically equivalent sections may be used, as long as the ratio between the longer side and the shorter side of the rectangle, which circumscribes the section, is in any case no greater than 1.5);
- be designed for fumes be designed for fumes expulsion;
- be predominantly vertical and have no narrowing along their entire length;
- have no more than two direction changes with a slope angle no greater than 45°;
- be fitted with, in the event of operating in damp conditions, a device for reflux drainage (condensation, rainwater);

**Ducted system**

A ducted system can be installed with one or more ducts, operating only with negative pressure with respect to the environment.

*The flexible hose compliant with UNI EN 1856-2, with T400-G characteristics, meets the requirements.*

### CHIMNEY CAPS

The chimney caps must meet the following requirements:

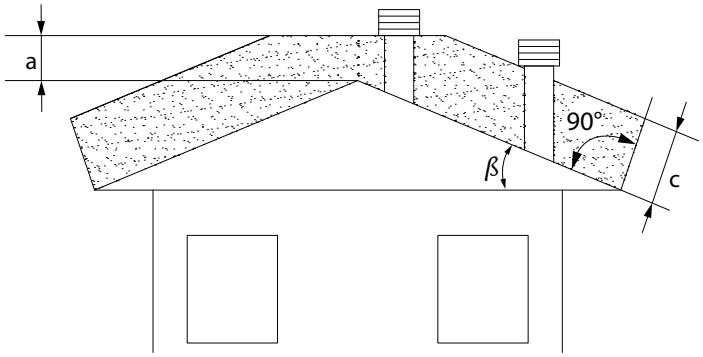
- they must have a useful outlet section no less than double of that of the chimney/ducted system on which it is installed;
- they must be adapted in order to prevent the penetration of rain and snow in the chimney/ducted system;
- they must be built so that, in the event of winds coming from all directions and from any angle, the expulsion of combustion products is in any case ensured;
- they must be free from mechanical intake aids.

## COMBUSTION PRODUCTS OUTLET QUOTA

The outlet quota is determined by measuring the minimum height between the roof covering and the lower point of the fumes expulsion section into the atmosphere; this quota must be outside the reflux area and at an adequate distance from obstacles which hinder or make the expulsion of the combustion products difficult or from openings or accessible areas.

Reflux area
The outlet quota must be outside the reflux area calculated according to the indications below.
Near the ridge one considers the lowest between the two.

**Buffer area for outlet quota**




**Clear area for outlet quota above the roof slope ( $\beta$ >10°)**

| REFERENCE | DESCRIPTION | CLEAR AREA (MM) |
|---|---|---|
| c | Distance measured at 90° from the roof surface | 1300 |
| a | Height above the ridge of the roof | 500 |

The outlet of a chimney/ducted system must not be near obstacles that may create turbulence areas and/or prevent proper expulsion of combustion products and maintenance operations to be carried out on the roof.
Verify the presence of other chimney caps or skylights and dormers.

## FUMES EXHAUST SYSTEM PRODUCT REQUIREMENTS

**Temperature class**

In the event of a pellet appliance, temperature classes below T200 are not allowed.

**Soot fire resistance class**

The fumes exhaust system interlocked with appliances supplied by solid fuels require soot fire resistance, and the specification must be indicated by the letter G followed by the distance from combustible materials in millimeters (XX) (in compliance with UNI EN 1443) .

In the event of pellet appliances, the fumes exhaust systems must be airtight; if double designation elements are used (G and O, with or without seal elastomer) for connecting the appliance to the chimney, one must comply with the minimum distance XX in millimeters, indicated for designation G; in the event of fire due to soot, one must ensure the restoration of the initial conditions (by replacing the gaskets and damaged items and cleaning those remaining in use).

**Ignition tests**

Operation of the appliance must be verified with an ignition test, i.e.:

- for mechanical feed appliances, one must complete the ignition test, verify proper operation for at least the next 15 minutes and adjust the switch-off;

For appliances installed in a hot water heating system (closed fireplaces, thermo-stoves), testing must also extend to the entire hydraulic circuit.

**Coverings and finishings**

The coverings and finishings must only be applied after having verified the proper operation of the appliance according to the indicated modalities

## TECHNICAL INSTALLATION DOCUMENTATION

When installation is complete, the installer must provide the owner or person acting for him, according to the legislation in force, with the declaration of conformity, supplied with:

1) the use and maintenance manual of the appliance and of the system components (such as for example, the smoke ducts, chimney, etc.);
2) photocopy or photograph of the chimney plaque;
3) system booklet (where applicable).

*The installer must ask to be issued with a receipt stating that the documentation has been provided, and must keep it with a copy of the technical documentation relating to the installation.*

**Installation performed by several parties**

If the individual installation steps are carried out by different parties, each must document the work carried out for the customer and the for the operator working on the next step.

**INSPECTION AND MAINTENANCE**

**Frequency of operations**
Maintenance of the heating system and of the appliance must be carried out on a regular basis according to the table below:

| TYPE OF APPLIANCE INSTALLED | <15kW | (15- 35) kW |
|---|---|---|
| Pellet operated appliance | 1 year | 1 year |
| Water operated appliances (closed fireplaces, thermo-stoves, thermo-kitchens) | 1 year | 1 year |
| Boilers | 1 year | 1 year |
| Fumes exhaust system | 4 t of fuel used | 4 t of fuel used |

*For further details refer to the "cleaning and maintenance" chapter.*

**Inspection and maintenance report**

At the end of the inspection and/or maintenance operations, a report must be issued and released to the owner, or person acting for him, who must confirm its receipt in writing. The report must indicate the situations encountered, the action taken, any components replaced or installed and any comments, recommendations and requirements.
The report must be kept with the relative documentation.

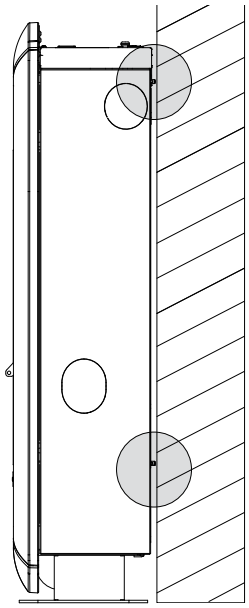
In the inspection and maintenance report one must mention:
- anomalies detected that cannot be removed, which pose a risk to the safety of the user or serious damage to building;
- components that have been tampered with.

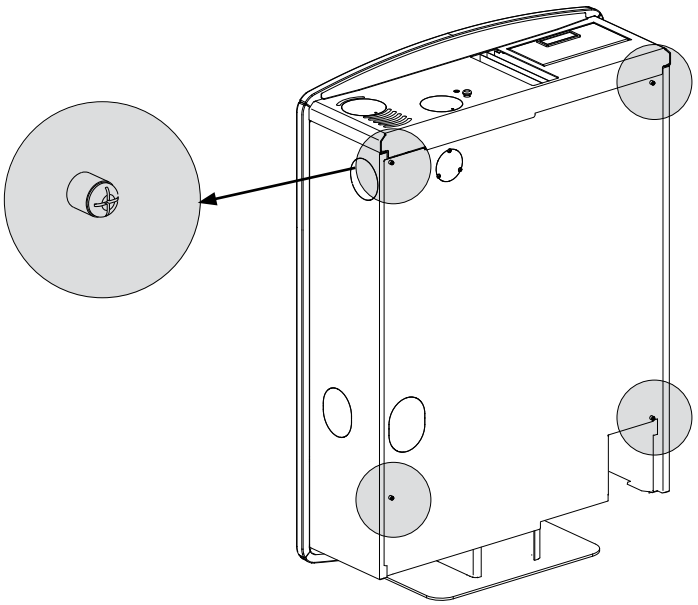
If anomalies as per above were detected, the owner, or person acting for him, must be warned in writing, in the maintenance report, to refrain from using the system until the safety conditions have been fully restored.

The inspection and maintenance report must include the main information of the technician or company who performed the inspection and/or maintenance operations, with their contact details, date of intervention and the signature of the operator.

## SOUVENIR AND ILENIA SPACERS

Models “Souvenir” and "Ilenia" feature 4 spacers at the back which delimit the minimum distance to be maintained from any rear support.
The spacers must not be removed.





## HOT AIR DUCTING

The pipe used for ducting the hot air must have an internal diameter of 80 mm, be insulated and protected against heat loss.

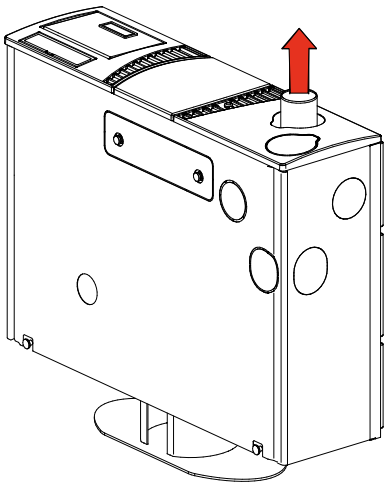
**INSTALLATION OF THE RELEVANT PIPES USED FOR DUCTING THE HOT AIR MUST BE PERFORMED BY QUALIFIED STAFF AND/OR THE MANUFACTURER'S TECHNICAL AFTER-SALES ASSISTANCE**

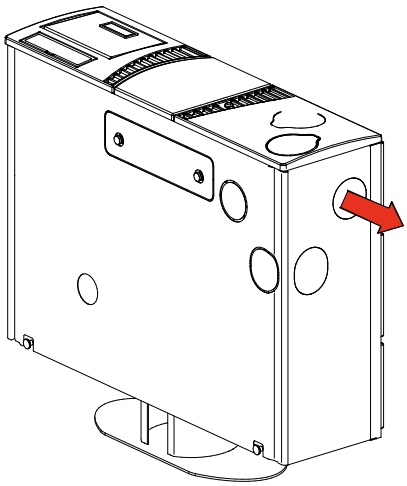
### ELISIR

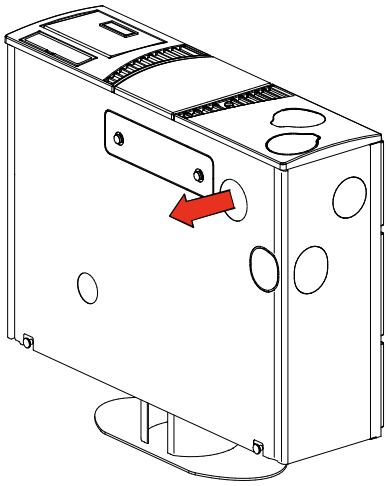
The “Elisir” model can be ducted at the back, to the side or at the top, for further details relating to installation, refer to the instruction sheet included in the machine.
It is possible to use single ducting as required.

Features:

- ducting outlet diameter: 80 mm
- maximum recommended ducting length 2m
- possibility to thermostat the ducting via an additional thermostat (option)
- possibility to adjust the ventilation speed in percentage, ducting cannot be excluded.

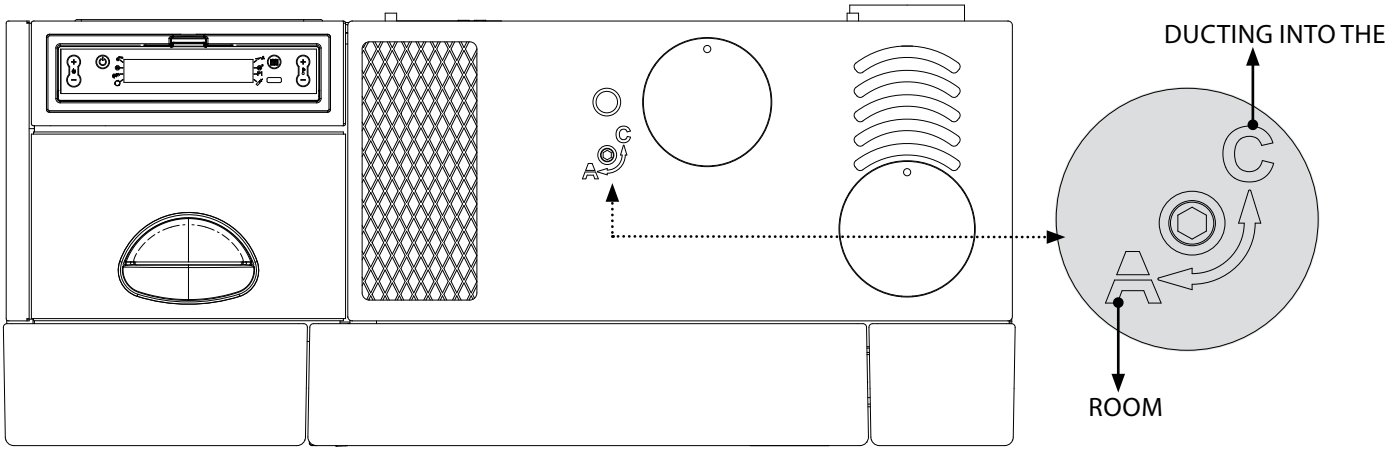






## SOUVENIR - ILENIA

Models "Souvenir" and "Ilenia" can be ducted at the back (1), to the side (2) or at the top (3), for further details relating to installation refer to the instruction sheet included in the machine.
There is the possibility to decide when to use the ducting by manually diverting the hot air flow, using a key, supplied, which can be inserted in the relevant housing located on the upper part of the stove.

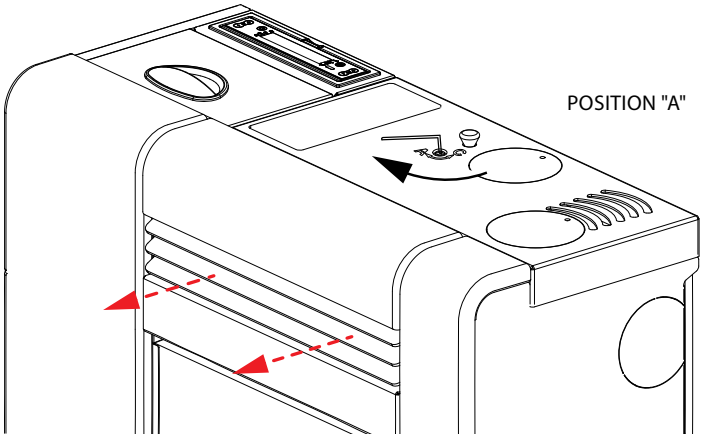



**- SOUVENIR**
**By turning it counterclockwise (position "C") part of the air is conveyed into the ducting, by turning it clockwise (position "A") the ducting is conveyed into the room.**
It is possible to use single ducting as required.

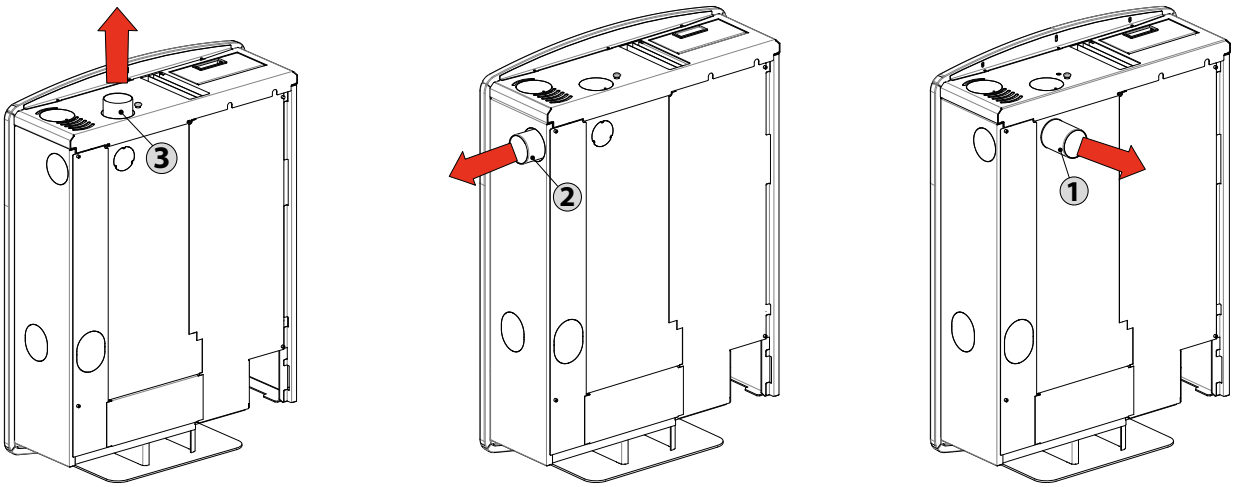
**- ILENIA**
**By turning it counterclockwise (position "C") the air is conveyed into the ducting, by turning it clockwise (position "A") the air is conveyed into the room.**
It is possible to use single ducting as required.

Features:

- ducting outlet diameter: 80 mm
- maximum recommended ducting length 6m
- it is not possible to thermostat the ducting
- possibility to adjust the fan speed in percentage.




POSITION "C"

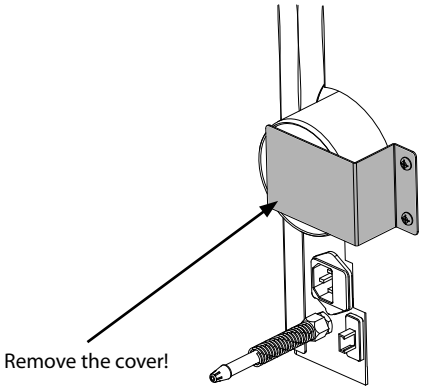


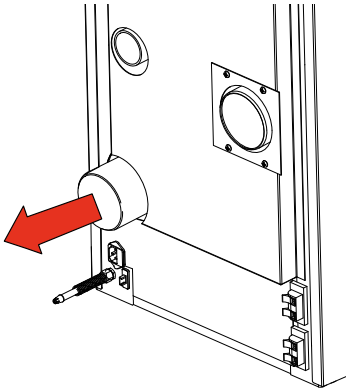
## GRAZIOSA PLUS

For the Graziosa Plus model it is mandatory to duct the hot air.
There is a cover on the back, which must necessarily be removed, and connected to the ducting.

Features:

- ducting outlet diameter: 80 mm
- maximum recommended ducting length 6m
- possibility to thermostat the ducting via an additional thermostat
- possibility to adjust the fan speed in percentage.



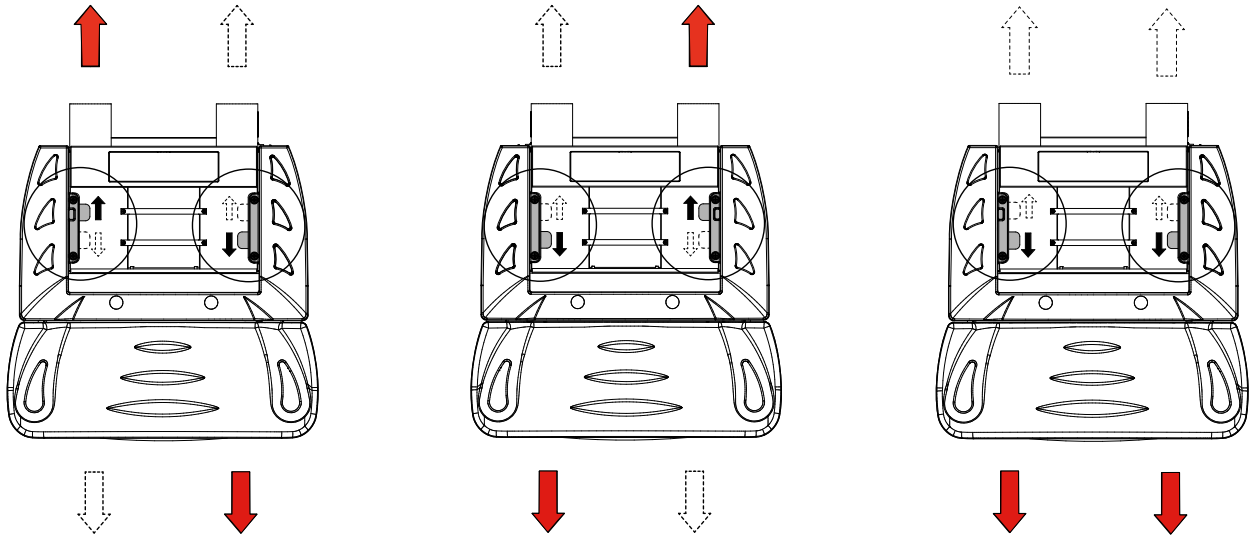
**FOR THIS PRODUCT IT IS MANDATORY TO DUCT THE HOT AIR.**
**IT IS NOT POSSIBLE TO DISABLE THE DUCTING MOTOR.**
**DO NOT COVER OR CLOSE THE DUCTING!**

## EMMA PLUS AND TOSCA PLUS

The Emma and Tosca Plus models offer the possibility to decide where to aim the hot air flow thanks to 2 gate valves moved by 2 levers positioned inside the pellet tank, which must be activated via the poker supplied
(see figures below).
One can use both outlets on the back of the appliance

Features:

- ducting outlet diameter: 2x80 mm
- maximum recommended ducting length 2m
- it is not possible to thermostat the ducting
- possibility to adjust the fan speed in percentage



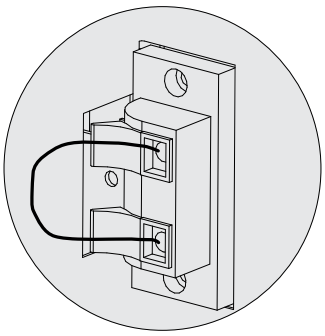
### ADDITIONAL THERMOSTAT FOR DUCTING MOTOR CONTROL

For models with ducting motor there is also the possibility of thermostatting the motor itself. The connection of an external thermostat will allow to control the ducting motor independently from stove functioning.
At this point just set the desired temperature on the thermostat. The thermostat will control the functioning of the second motor:

- with temperature to be reached (close contact) the second motor will follow the trend of the stove.

- when the temperature has been reached (open contact), it takes the ducting motor to 1st speed and will be displayed by the flashing LED relating to the ducting motor.

The ducting thermostat clamp is fitted with a jumper as standard.
See the example drawing to the side.



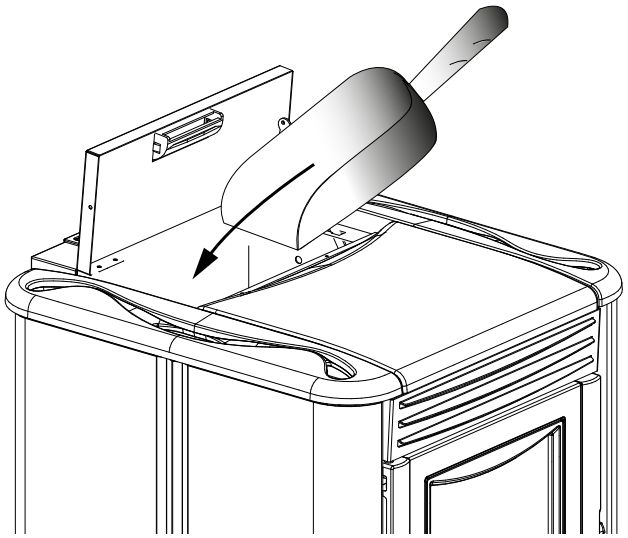
## PELLETS AND FEEDING

The pellet used must comply with the features described by Standards:

- **UNI EN 16961 - 2 class A1 or A2**
- **Ö-NORM M 7135**
- **DIN PLUS 51731**

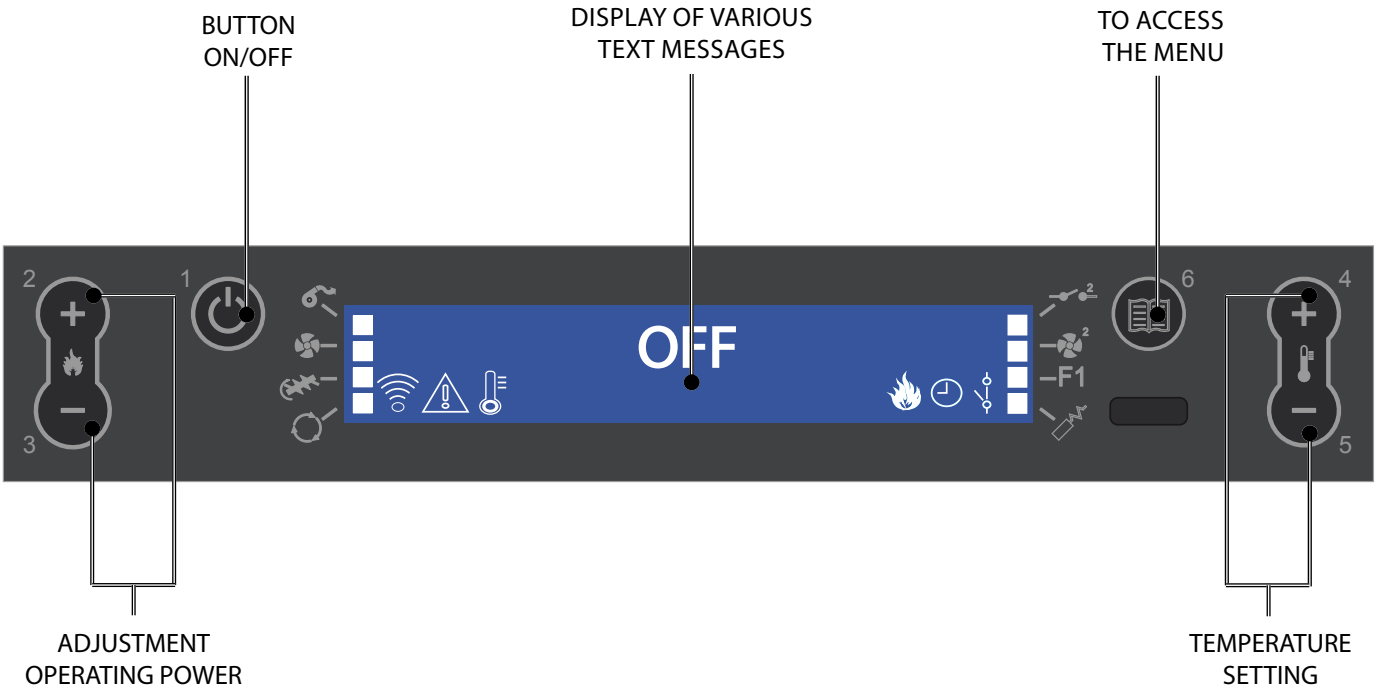
For its products, Extraflame recommends using pellets with a diameter of 6 mm.

Open the tank lid and load the pellets using a scoop.



**THE USE OF POOR QUALITY PELLETS OR ANY OTHER MATERIAL DAMAGES THE FUNCTIONS OF YOUR STOVE AND CAN VOID THE WARRANTY AND THE ANNEXED RESPONSIBILITY OF THE MANUFACTURER.**

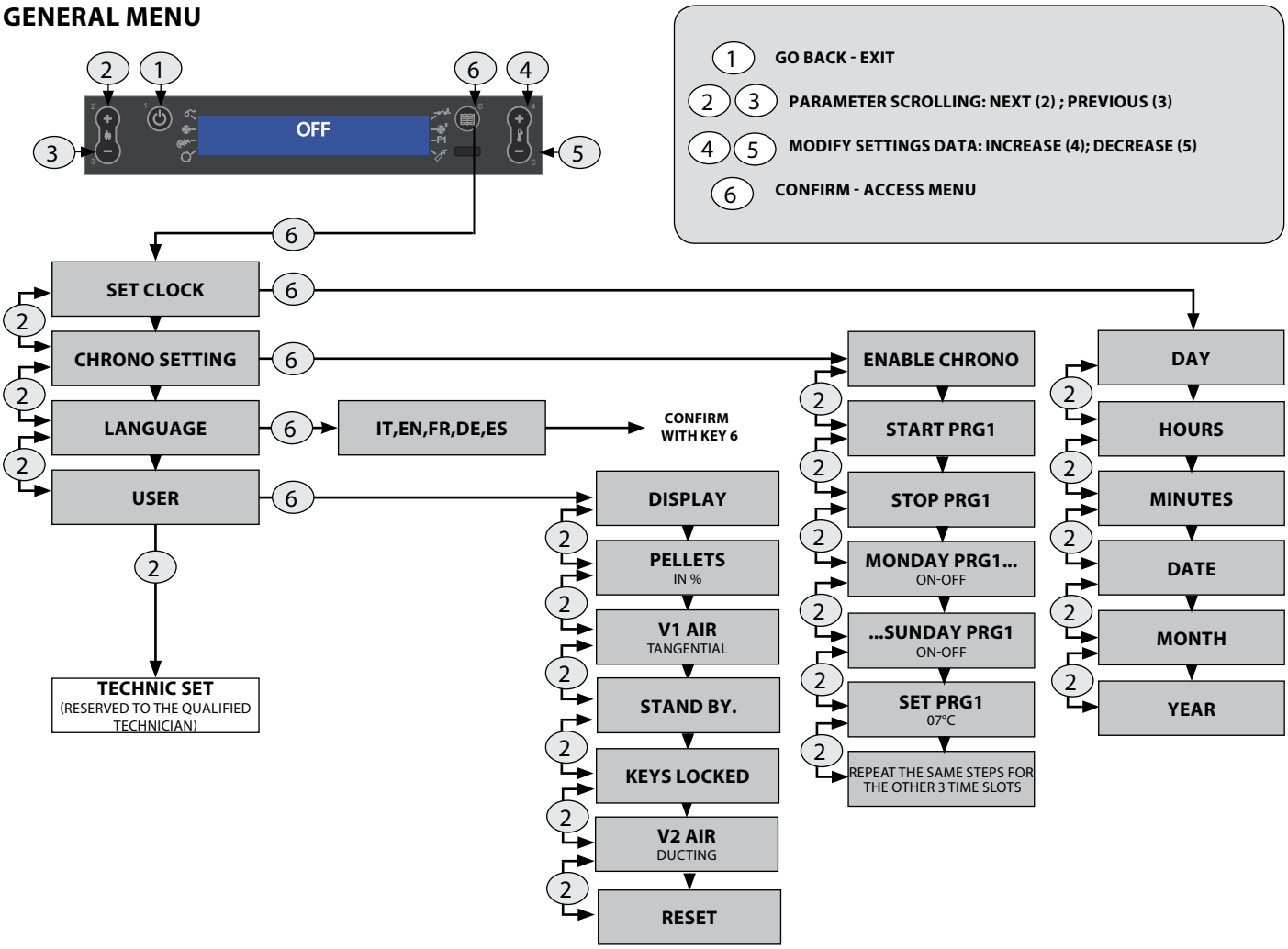
# CONTROL PANEL




## DISPLAY ICONS KEY

| | |
|---|---|
| Indicates the receipt of the radio signal<br>On = during radio communication<br>Off = no radio communication<br>Fixed on = serial input disabled | Indicates the status of the additional thermostat input (GND - I3) |
| It indicates fumes motor operation.<br>Off = fumes motor disabled<br>On = fumes motor active<br>Flashing = breakdown | It indicates ducted motor operation<br>Off = Motor disabled<br>On = Motor active<br>Flashing = the motor is running at minimum and in modulation mode (additional input open) |
| It indicates tangential fan operation (where applicable)<br>Off = not working<br>On = working<br>Flashing = motor at minimum | Indicates the activation of the F1 function (future set-up)<br>Off = function disabled<br>On = function active |
| It indicates pellet feed motor operation<br>Off = pellet feed motor disabled<br>On = pellet feed motor active | It indicates weekly programming functioning<br>Indicator on = weekly programming active<br>Indicator off = weekly programming disabled |
| Indicates the compensation function<br>Off = the function is disabled<br>On = the function is active | Indicates the stove modulation<br>On = the stove is working at the set power<br>Flashing = the power at which the stove is working is different to the power set, the stove is modulating (for various reasons) |
| Indicates the contact of the external additional thermostat<br>Contact closed: the contact of the external additional thermostat is closed and the STBY function is disabled<br>Contact open: the contact of the external additional thermostat is open and the STBY function is disabled<br>Flashing with closed contact: the contact of the external additional thermostat is closed and the STBY function is active<br>Flashing with open contact: the contact of the external additional thermostat is open and the STBY function is active | Indicates the presence of an alarm.<br>On: indicates the presence of an alarm<br>Off: indicates the absence of alarms |
| | Indicates the room temperature status<br>Off = the T° read by the probe is above the set temperature<br>On = the T° read by the probe is below the set temperature |
| | Tank probe<br>Off = probe ok<br>On = broken probe (short circuit or open)<br>Flashing = modulation due to tank |

## GENERAL MENU




## BASIC INSTRUCTIONS

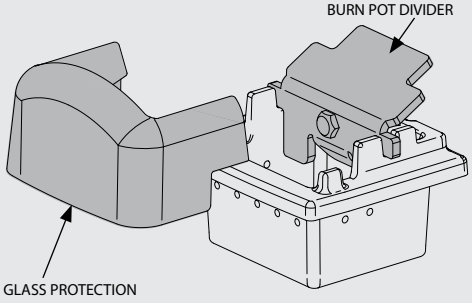
The following recommendations must be followed the first times the stove is ignited:

- Faint smells may be produced due to the drying of the paints and silicones used. Do not remain in the environment for long periods.
- Do not touch the surfaces as they could still be unstable.
- Air the room well several times.
- The hardening of the surfaces is terminated after several heating processes.
- This appliance must not be used to burn waste.

Before lighting the stove, the following points must be verified:

- The hydraulic system must be completed in compliance with the guidelines of the regulations and the manual.
- The tank must be full of pellets
- The combustion chamber must be clean
- The burn pot must be completely free and clean
- Check the hermetic closure of the fire door and the ash drawer
- Check that the power supply cable is connected correctly
- The bipolar switch in the rear right part must be positioned on 1.

**IT IS FORBIDDEN TO USE THE APPLIANCE WITHOUT THE DIVIDER AND/ OR GLASS PROTECTION (SEE THE FIGURE TO THE SIDE).**
**ITS REMOVAL JEOPARDISES THE SAFETY OF THE PRODUCT AND IMMEDIATELY VOIDS THE WARRANTY PERIOD.**
**IN THE EVENT OF WEAR OR DETERIORATION CONTACT THE ASSISTANCE SERVICE TO REPLACE THE PART**
**(THE REPLACEMENT IS NOT COVERED BY THE PRODUCT WARRANTY AS IT IS A PART SUBJECT TO WEAR).**



# THE REMOTE CONTROL

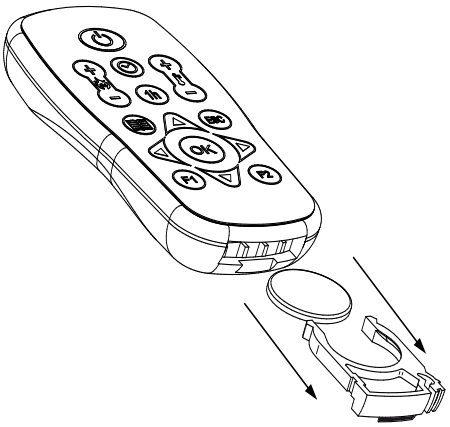
All that can normally be implemented through the LCD can be adjusted using the remote control.
The table below provides a detailed description of the various functions:

| | | |
|---|---|---|
| 1 | **ON / OFF** | Pressing the key for three seconds, the stove will switch on or off |
| 2 | **POWER INCREASE** | Pressing the key will increase the operating power |
| 3 | **POWER DECREASE** | Pressing the key will decrease the operating power |
| 4 | **T° INCREASE** | The temperature setting can be increased by pressing this key |
| 5 | **T° DECREASE** | The set temperature can be decreased by pressing this key |
| 6 | **ENABLE / DISABLE CHRONO** | Pressing the key once will enable or disable the chrono |
| 7 | **DELAYED SWITCH-OFF ENABLING** | The delayed switch-off can be set by pressing this key.<br>For example, if the stove is set to switch-off in an hour, it shall switch-off automatically once the set time elapses, displaying the countdown every minute for delayed automatic shutdown. |
| 8 | **MENU** | This key allows to access the user and technical menu (the technical menu is reserved for assistance) |
| 9 | **INCREASE** | The temperature setting can be increased by pressing this key |
| 10 | **ESC KEY** | The key allows the user to exit any program or display and returns to the main menu without saving the data |
| 11 | **BACK** | The key returns to the display of the various menus |
| 12 | **CONFIRMATION KEY** | This key confirms the adjustments made during the user menu programming phase |
| 13 | **FORWARD** | The key allows to go forward in the various menus |
| 14 | **ENABLE FUNCTION F1** | Pre-set key for future applications |
| 15 | **DECREASE** | The key decreases the value to be set |
| 16 | **STOVE STATUS** | Pressing this key will display the general status of the stove |

Important note: the numbers shown on the remote control are purely indicative and are not present on the remote control supplied with the product.

## TYPE AND REPLACEMENT OF BATTERIES

The batteries are housed in the lower part of the remote control.
To replace them, remove the battery holder (as indicated in the figure at the back of the remote control), remove or insert the battery according to the symbol on the remote control and on the battery itself.



For operation, 1 CR2025, 3V lithium buffer battery is required.

The batteries used contain metals harmful for the environment. They must therefore be disposed of separately in appropriate containers.

If the remote control is off because it has no batteries, the stove can be controlled from the control panel on top of it.
While replacing the battery, pay attention to the polarity by observing the symbol on the inside compartment of the remote control.

# COMMISSIONING SETTINGS

Once the power cable at the back of the stove has been connected, move the switch, also located on the back, to (I).
The switch at the back of the stove powers the stove board.
The stove remains off and a first screen appears on the panel reading OFF.

## ADJUSTING TIME, DAY, MONTH AND YEAR

Set clock allows to adjust the time and date

CONTROLS PROCEDURE

- Press key 6 and **SET CLOCK** will appear.
- Confirm using key 6.
- Use keys 4 and 5 to select the day**.**
- Proceed by pressing key 2.
- With the same procedure, use keys 4 or 5 to set and key 2 to move forward, to adjust the hours, minutes, day, month and year
- Press key 6 to confirm and key 1 to return to the previous menus up to the initial status.

| SET CLOCK | |
|---|---|
| DAY | MON, TUE, WED, ...SUN |
| HOURS | 0...23 |
| MINUTES | 00...59 |
| DATE | 1...31 |
| MONTH | 1...12 |
| YEAR | 00...99 |

## ADJUSTING LANGUAGE

It is possible to select the preferred language to display the various messages.

CONTROLS PROCEDURE

- Press key 6 and **SET CLOCK** will appear.
- Press key 2 until **SET LANGUAGE** appears.
- Confirm using key 6.
- Select the language using key 4 or 5.
- Press key 6 to confirm and key 1 to return to the previous menus up to the initial status.

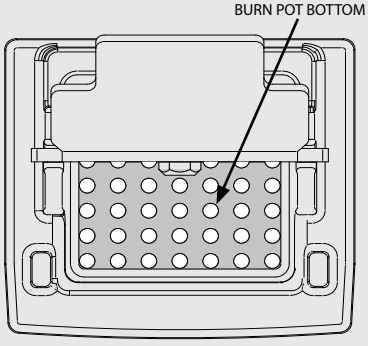
| SET LANGUAGE | |
|---|---|
| LANGUAGE | ITALIAN |
| | ENGLISH |
| | GERMAN |
| | FRENCH |
| | SPANISH |

**NO IGNITION**

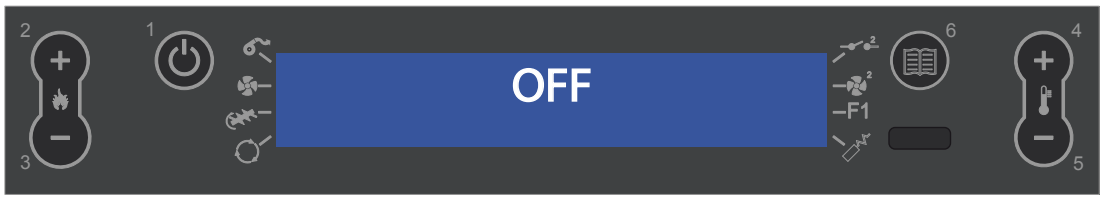
**FIRST IGNITION COULD EVEN FAIL AS THE AUGER IS EMPTY AND IS NOT ALWAYS ABLE TO LOAD THE BURN POT WITH THE REQUIRED AMOUNT OF PELLETS ON TIME TO REGULARLY START THE FLAME.**
**IF THE PROBLEM OCCURS AFTER ONLY A FEW MONTHS WORKING, CHECK THAT ROUTINE CLEANING STATED IN THE STOVE BOOKLET, HAS BEEN CARRIED OUT CORRECTLY.**

**CLEAN CHECK UP 1 - -2**

**IN THE EVENT THE "ALL NO FLUSSO - ALL CLEAN CHECK UP " ALARM IS TRIGGERED, MAKE SURE THAT THE BOTTOM OF THE BURN POT IS FREE OF RESIDUES OR SCALES. THE HOLES AT THE BOTTOM MUST BE COMPLETELY FREE TO GUARANTEE CORRECT COMBUSTION. ONE CAN USE THE FUNCTION "PELLET FEED ADJUSTMENT" TO ADJUST COMBUSTION ACCORDING TO THE DESCRIBED REQUIREMENTS. IF THE ALARM PERSISTS AND THE ABOVE LISTED CONDITIONS HAVE BEEN CHECKED, CONTACT THE QUALIFIED AFTER-SALES ASSISTANCE CENTRE.**



# OPERATION AND LOGIC




**IGNITION**
Once the points listed previously have been checked, press key 1 for three seconds to ignite the stove. 15 minutes are given for the ignition stage, after ignition and once the control temperature has been reached, the
stove interrupts the ignition phase and switches to the START-UP mode.

**STARTING**
During the start-up stage, the stove stabilises combustion, increasing it gradually, to then start ventilation and switch to the WORK mode.

**WORK**
During the work stage, the stove reaches the set power and works to reach the set room temperature. See following item.

**THERMOSTAT SETTING ADJUSTMENT**
The room temperature setting can be set using buttons 4 and 5, from Low-07 to 40°C -Hot

**LOW - HOT**
If the temperature setting is on "Low" (set below the 7°C threshold) the stove will always function at minimum.
If the setting is on "Hot" (set above the 40°C threshold) the stove will not modulate, always functioning and only at the set power.

**POWER SETTING ADJUSTMENT**
The power setting features 5 operating levels, via button 5, (access) 1 and 2 ( adjustment).
Power 1 = minimum level - Power 5 = maximum level.

**WORK WITH ROOM PROBE (STANDARD)**
The appliance controls the room temperature via a probe fitted on the appliance.
Once the the set temperature has been reached, it will automatically go to minimum or switch off activating the **Stand by** function, reducing pellet consumption to a minimum.

By default the **STBY** function is always set on **OFF** (light on).
For its activation and logic, follow the indications on the next page, chapter: **Stand by.**

**BURN POT CLEANING**
During the work stage, the stove has an internal counter which cleans the burn pot after a set amount of time.
This stage will be shown on the display, it will bring the stove to a lower power level and will increase the fumes motor for a programmed amount of time.
When the cleaning stage is finished, the stove will continue its work, going back to the selected power level.

**SWITCH-OFF**
Press key 1 for three seconds.
When the operation has been performed, the appliance automatically enters the switch- off phase, blocking the supply of pellets.
**The fumes motor and the hot air ventilation motor will remain on until the temperature of the stove has dropped below the factory parameters.**

**RE-IGNITION**
The stove can only be re-ignited if the flue gas temperature has lowered and the preset timer has been reset to zero.

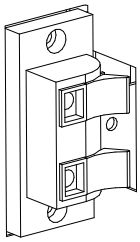
**DO NOT USE ANY INFLAMMABLE LIQUIDS FOR IGNITION!**
**DO NOT ALLOW THE BAG OF PELLETS TO COME INTO CONTACT WITH THE BOILING HOT STOVE DURING THE FILLING PHASE!**
**IN THE EVENT OF CONTINUOUS NO IGNITION, CONTACT AN AUTHORISED TECHNICIAN.**

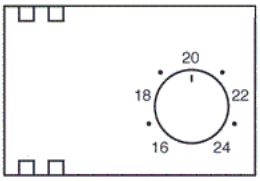
# ADDITIONAL THERMOSTAT (OPTIONAL)

The appliance can control the room temperature using an additional external thermostat (optional).
After ignition (pressing key 1 or via chrono mode), the stove will work to reach the setting set on the thermostat, displaying **WORK** (**contact closed**). The standard room probe is automatically ignored.
When the room temperature has been reached (**open contact**) the stove will go to minimum, displaying **MODULATE.**

TO INSTALL AND ENABLE IT:

- A mechanical or digital thermostat is required.
- Remove the plug from the socket.
- Referring to the figure to the side, connect the two thermostat wires (dry contact - not 220 V!) on the relative terminals at the back of the machine, one is red and the other one is black.
- Power the stove.
- Press key 5, setting the temperature on **LOW**.






The stove is now configured correctly.
It will work controlling the additional external thermostat.

**INSTALLATION MUST BE PERFORMED BY QUALIFIED STAFF AND/OR THE MANUFACTURER'S TECHNICAL AFTER-SALES ASSISTANCE**

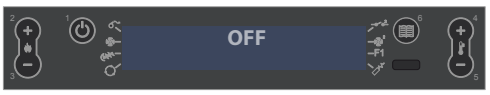
**THERE ARE TWO STOVE OPERATING MODES, WHICH ARE DIFFERENT ACCORDING TO THE STAND- BY FUNCTION. SEE "STAND - BY" CHAPTER.**

# USER MENU

## DISPLAY

This menu allows to adjust the brightness of the display. The possible settings range from OFF - 10 to 31.
Activating OFF, the back light of the display will go off after a preset delay.
By adjusting it between 10 and 31 the lighting intensity will be adjusted. (10 = minimum brightness 31 = maximum brightness).
The back light will go on as soon as a key is pressed or if an alarm should be triggered in the machine.

CONTROLS PROCEDURE
- Press key 6 and **SET CLOCK** will appear.
- Press key 2 several times until **USER** is displayed.
- Press key 6.
- "**DISPLAY**" will appear.
- Use keys 4 -5 to select the brightness of the display.
- Press key 6 to confirm and key 1 to return to the previous menus up to the initial status.




## PELLET FEED ADJUSTMENT

The following menu allows to adjust the percentage of pellet feed.
If the stove has functioning problems owing to the quantity of pellets, adjust pellet feeding directly from the control board.

The problems correlated to the amount of fuel can be divided into 2 categories:

NO FUEL:

- the stove can never develop a suitable flame, tending to remain very low even at high powers.
- at minimum power the stove tends to almost switch-off taking the stove into "**NO PELLETS**" alarm condition.
- when the stove displays the "**NO PELLETS**" alarm, there may be non-burned pellets inside the burn pot.

EXCESS FUEL:

- the stove develops a very high flame even at low power.
- the panoramic glass is very dirty, obscuring it almost totally.
- the burn pot tends to become encrusted, blocking the holes for air intake due to the excessive pellet feed, as it is only burned partially.

The adjustment to be performed is in percentage. Therefore changing this parameter will lead to a proportional variation of all stove feeding speeds. Feeding is from -20% to +30%.

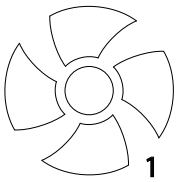
Follow the procedure on the display to perform this adjustment:

CONTROLS PROCEDURE
- Press key 6 and **SET CLOCK** will appear.
- Press key 2 several times until **USER** is displayed.
- Press key 6.
- "**DISPLAY**" will appear.
- Press key 2 until "**PELLET**" appears.
- Use keys 4 - increase 5 to(4) or decrease (5) the load during the WORK stage.
- Press key 6 to confirm and key 1 to return to the previous menus up to the initial status.

## V1- AIR

The menu allows to adjust the speed of the front fan in percentage.

CONTROLS PROCEDURE
- Press key 6 and **SET CLOCK** will appear.
- Press key 2 several times until **USER** is displayed.
- Press key 6.
- "**DISPLAY**" will appear.
- Press key 2 until "**V1 AIR**" appears.
- Use keys 4 -5 to increase (4) or decrease (5)
- Press key 6 to confirm and key 1 to return to the previous menus up to the initial status.




## STAND BY

## STAND - BY WITH DIGITAL THERMOSTAT (STANDARD)

STBY FUNCTION SET AT ON

If the Stby function is active (ON), when the stove reaches the set room temperature and exceeds it by 2°C, it will switch off after a default delay time, displaying stand - by.
When the room temperature is 2°C lower than the setting and once the stove has cooled, it will start to work again at the set power and displaying work.

STBY FUNCTION SET AT OFF (DEFAULT SETTING)

If the Stby function is not active (OFF), if the stove reaches the set room temperature, it will go to minimum, modulating and displaying modulate. When the room temperature is below the setting, it will start to work again at the set power and displaying work.

## STAND - BY WITH ADDITIONAL THERMOSTAT

The STBY function is used if immediate stove switch-off is required when the set temperature has been reached.
**By default the STBY function is always set on OFF (light on).**

**STBY FUNCTION SET AT OFF** (DEFAULT SETTING)
If the STBY function is not active (OFF), if the stove reaches the set room temperature, it will go to minimum, modulating and displaying **MODULATE**. When the room temperature is below the setting, it will start to work again at the set power and displaying **WORK**.

**STBY FUNCTION SET AT ON**
When the STBY function is activated (ON), the stove, upon reaching the set room temperature and exceeding it by 2°C, will switch off after a pre-set default delay, displaying **STAND - BY**.
When the room temperature is 2°C lower than the setting, the stove will start to work again at the set power displaying WORK.

CONTROLS PROCEDURE
- Press key 6 and **SET CLOCK** will appear.
- Press key 2 several times to reach **SET USER.**
- Confirm using key 6.
- Press key 2 several times to reach **STAND BY.**
- Using key 4 or 5 select at ON.
- Press key 6 to confirm and key 1 to return to the previous menus up to the initial status.

The STAND-BY function is active

## "KEYS LOCKED"

The menu allows to lock the display keys (like with mobile phones).
With the function engaged, every time a key is pressed, "**KEYS LOCKED**" will appear.

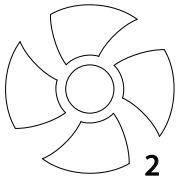
CONTROLS PROCEDURE
- Press key 6 and **SET CLOCK** will appear.
- Press key 2 several times until **USER** is displayed.
- Press key 6.
- "**DISPLAY**" will appear.
- Press key 2 until "**KEYS LOCKED**" appears.
- Use keys 4 -5 to select enable/disable.
- Press key 6 to confirm and key 1 to return to the previous menus up to the initial status.

**ONCE THE FUNCTION IS ACTIVATED, USE KEYS 1 AND 5 AT THE SAME TIME TO LOCK OR UNLOCK THE KEYBOARD**

### V2 - AIR

The menu allows to adjust the speed of the ducted fan in percentage.

CONTROLS PROCEDURE
- Press key 6 and **SET CLOCK** will appear.
- Press key 2 several times until **USER** is displayed.
- Press key 6.
- "**DISPLAY**" will appear.
- Press key 2 until "**V2 AIR**" appears.
- Use keys 4 -5 to increase (4) or decrease (5)
- Press key 6 to confirm and key 1 to return to the previous menus up to the initial status.




### RESET

Allows to reset all values modifiable by the user to the default values. The modified data is the following:

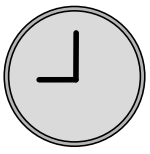
CONTROLS PROCEDURE
- Press key 6 and **SET CLOCK** will appear.
- Press key 2 several times until **USER** is displayed.
- Press key 6.
- "**DISPLAY**" will appear.
- Press key 2 until "**RESET**" appears.
- Press keys 4-5 to select **ON** and press key 6.
- "**DONE**" will appear on the display to confirm

- SET TEMPERATURE = 35°C
- SET POWER = 5
- ENABLE CHRONO = OFF
- START PRG1=OFF
- STOP PRG1 = OFF
- MONDAY PRG1 = OFF
- ...all chrono parameters OFF
- PELLET = 00%
- STAND BY = OFF
- V1 AIR = 0 %
- V2 AIR = 0 %

# CHRONO

The chrono allows to program 4 time spans within a day to use every day of the week.
**The switch-on and switch-off time can be set in every time slot, along with the days of use of the programmed time slot and the desired room temperature (07 - 40°C).**

RECOMMENDATIONS
The ignition and switch-off times must be within the arc of one day, from 0 to 24 and not over several days:
Before using the chrono function, set the current day and time. Therefore check that the points listed in the "*Set clock*" sub-chapter have been followed, so that the chrono function works. Aside from programming it, activate it as well.



EXAMPLE:

| | |
|---|---|
| **SWITCH-ON TIME 07:00**<br>**SWITCH-OFF TIME 18:00** | **CORRECT** |
| **IGNITION 22:00**<br>**SWITCH-OFF 05:00** | **INCORRECT** |

## PROGRAMMING EXAMPLE

Let's suppose that the weekly Programmer function is to be used and 4 time slots are to be used in the following way:
**1st time slot: from 08:00 to 12:00 every day of the week, with room temperature at 19°C, excluding Saturday and Sunday**
**2nd time slot: from 15:00 to 22:00 only on Saturday and Sunday, with room temperature setting of 21°C**

CONTROLS PROCEDURE:

**SET CLOCK**

Press key 6 once, SET CLOCK will appear.
Press key 2 until **SET CHRONO** appears

**CHRONO SETTING**

ENABLE CHRONO

Press key 6, **ENABLE CHRONO** and **OFF** will appear.
Press key 4 to activate or disable the **CHRONO** function. Select **ON**.

**ENABLE CHRONO ON**

Press key 6 to confirm and continue programming.

**START PRG1 OFF** will appear.

**START PRG1 OFF**

1ST TIME SLOT SWITCH-ON

Use keys 4 - 5 to enter the time "**08:00**", which corresponds to the switch-on time of the 1st time slot.
To confirm and continue programming, press button 6. Press button 3 to go back to the previous parameter.

**START PRG1 08:00**

1ST TIME SLOT SWITCH-OFF

Use keys 4 - 5 to enter the time "**12:00**", which corresponds to the switch-off time of the 1st time slot.
To confirm and continue programming, press button 6. Press button 3 to go back to the previous parameter

**STOP PRG1 12:00**

ENABLING THE 1ST TIME SLOT DAYS

To enable/ disable the days use keys 4 and 5; key 2 and 3 to scroll the various days, the day of the week will appear, followed by **OFF**
select from Monday to Friday on **ON**, excluding Saturday and Sunday (OFF)

**MONDAY..PRG1 ON-OFF**

1ST TIME SLOT H2O TEMPERATURE SETTING

Press key 6 to confirm and continue programming.
Using buttons 4 - 5 select the desired temperature.
(Low -07 - 40°C Hot)

To confirm and proceed press key 6.

**SET PRG1 19°C**

2ND TIME SLOT SWITCH-ON*

At this point, the second time slot must be programmed.

The sequence to be followed is the same and is repeated as per the 1ST TIME SLOT SWITCH-ON.

**START PRG2 OFF**

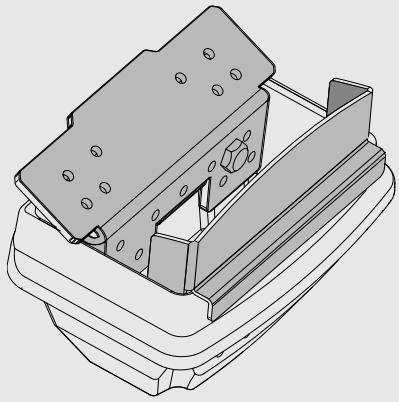
*2ND TIME SLOT SWITCH-ON
At this point, the second time slot must be programmed.
The sequence to be followed is the same and is repeated as per the 1ST TIME SLOT SWITCH-ON.
On this occasion simply enter the time, for example start at 15:00 and Stop at 22:00 and to activate the days Saturday and Sunday by setting them at "ON".

**WHEN THE WEEKLY PROGRAMMER IS ACTIVE, A BOX OF THE RELATIVE ICON WILL APPEAR ON THE CONTROL BOARD.**

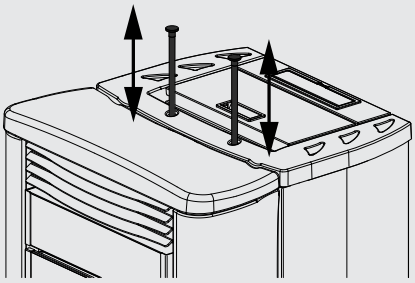
# CLEANING UNDER USER'S RESPONSIBILITY

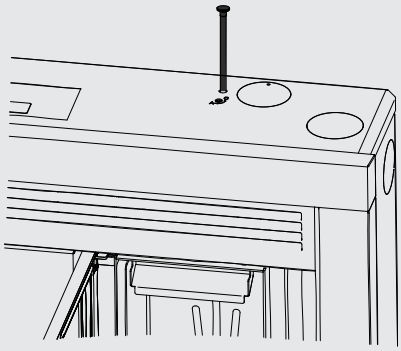
The images are for illustration purposes.

**DAILY**



**Burn pot**:
Remove the burn pot from the relevant compartment and free the holes using the special poker supplied, remove the ash from the burn pot using a vacuum cleaner. Vacuum the ash deposited in the brazier compartment.

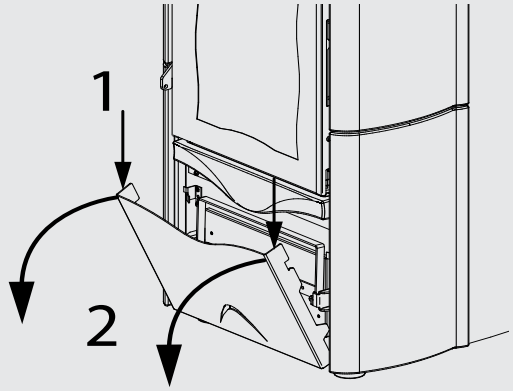


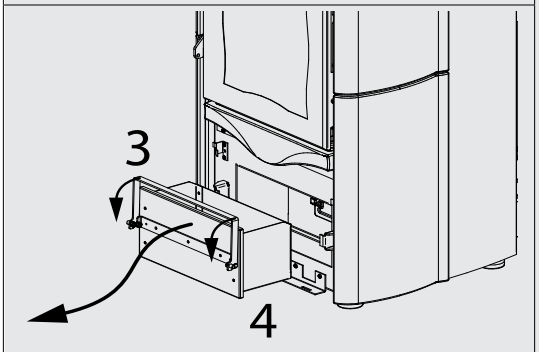


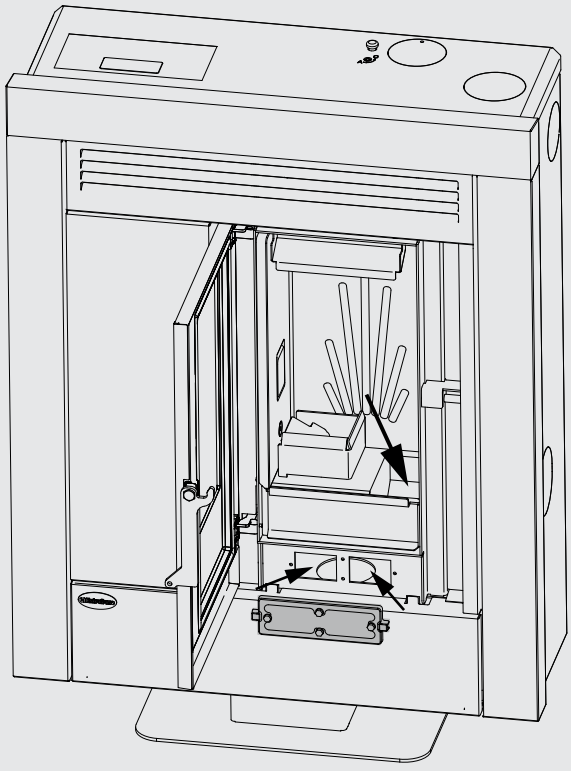
**Scrapers** :
Use the scrapers, moving upwards (for models with upper scrapers) or pulling and pushing them (for the inserts and models with front scrapers).

**N.B.: it is best to use the scrapers when the stove is cold; if used when the stove is hot, use special gloves to protect against the heat as they are very hot.**

**WEEKLY**



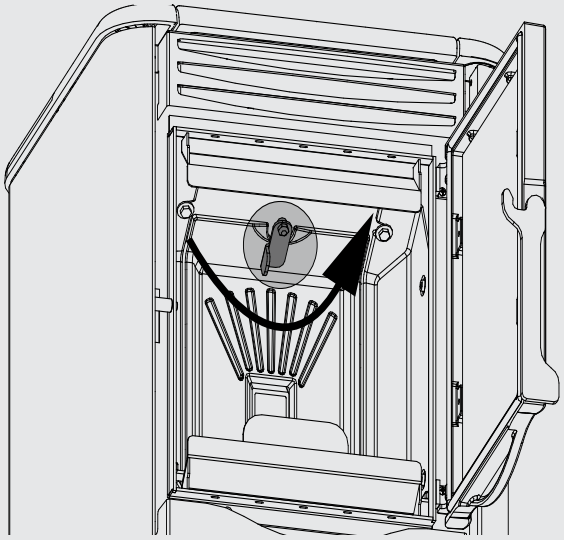



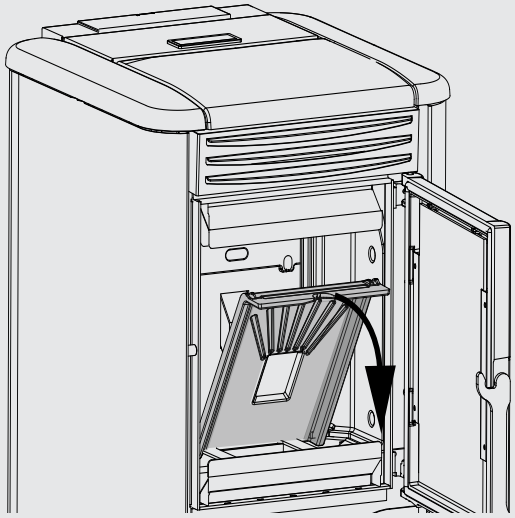
**Cleaning the ash drawer:** empty the ash drawer every week or when required.
Use a suitable vacuum cleaner.

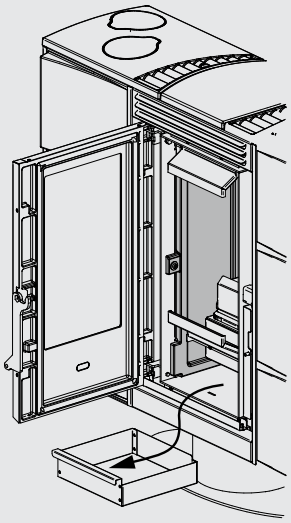
**MAKE SURE THAT THE ASH IS COMPLETELY COLD BEFORE EMPTYING IT INTO A SUITABLE CONTAINER.**

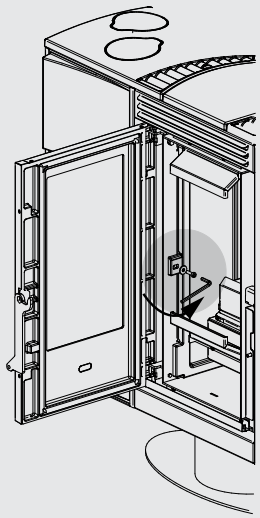
**MONTHLY**

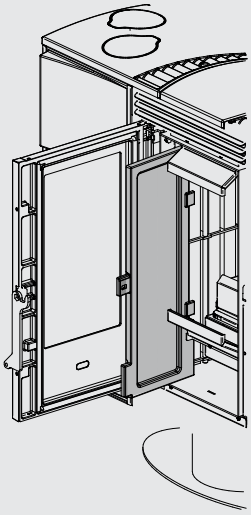
**Cleaning the heat exchanger:**
The heat exchangers chamber must be cleaned every month as the soot deposited on the rear of the cast iron hearth wall blocks the regular flow of fumes. Remove the ash in the combustion chamber at least once a week using a suitable vacuum cleaner.

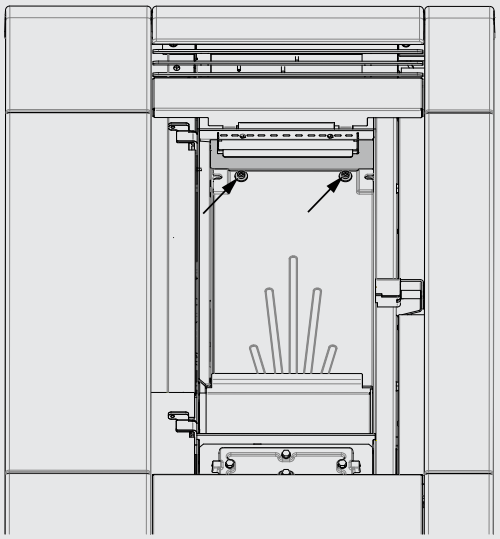


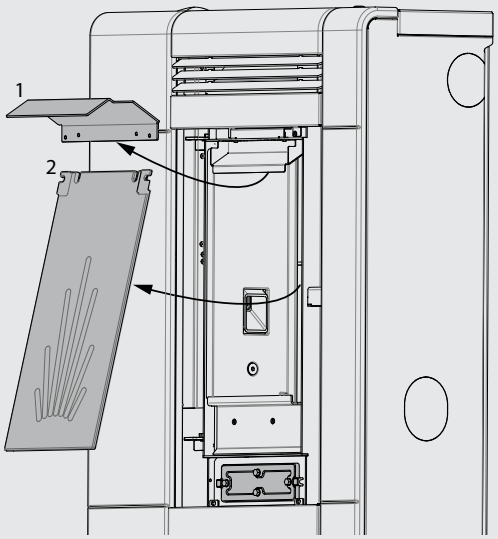












# ROUTINE MAINTENANCE

In order to guarantee proper functioning and safety of the device, the operations indicated below must be performed every season or more often when necessary.

### DOOR, ASH DRAWER AND BURN POT GASKETS

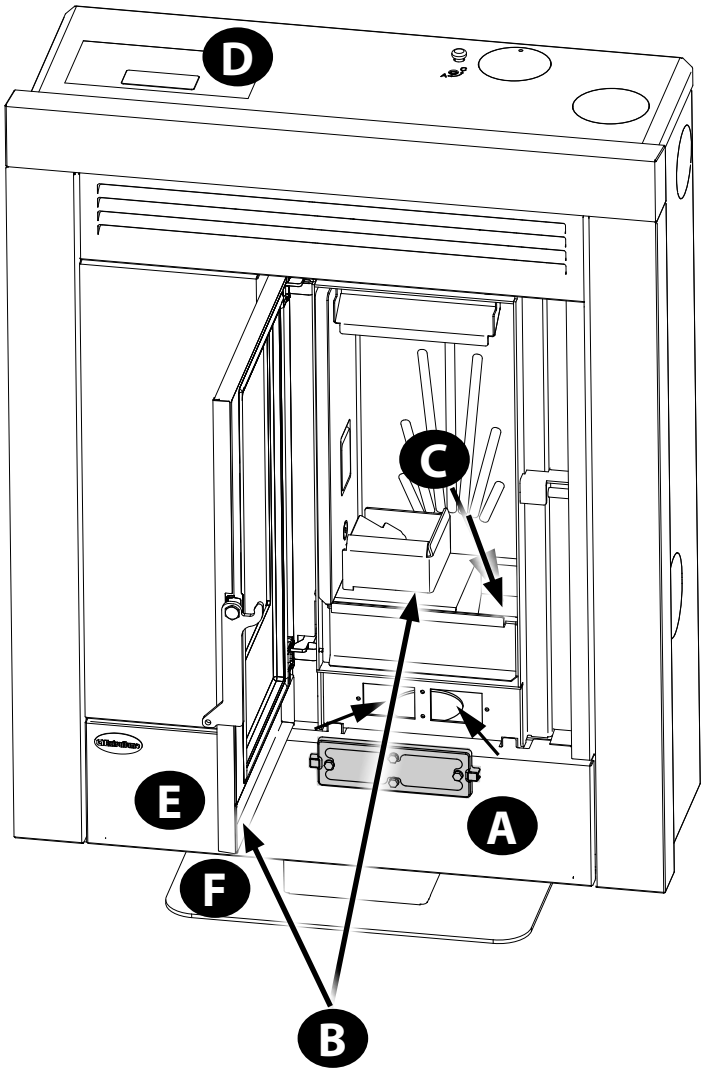
The gaskets ensure the tightness of the stove and its consequent proper operation.
They must be checked periodically: in the event they are worn or damaged they must be replaced immediately.
These operations must be carried out by a qualified technician.

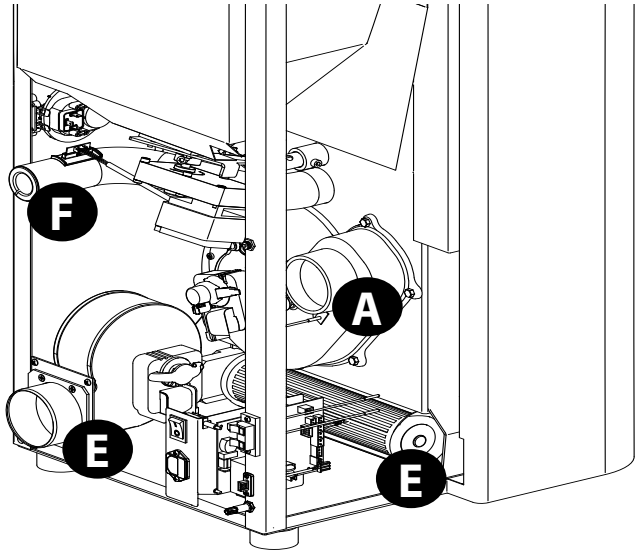
### CONNECTION TO THE FLUE

Vacuum and clean the pipe that leads to the flue yearly or whenever necessary. If there are horizontal sections, the residues must be removed before they can obstruct flue passage.

**ALWAYS FOLLOW THE INSTRUCTIONS IN MAXIMUM SAFETY CONDITIONS!**

- **WITH THE STOVE FULLY COOLED DOWN, SWITCHED OFF AND DISCONNECTED FROM THE MAINS ELECTRICITY.**
- **FAILURE TO CLEAN JEOPARDISES SAFETY!**
- **FOR PROPER OPERATION, THE STOVE MUST UNDERGO ROUTINE MAINTENANCE BY A QUALIFIED TECHNICIAN, AT LEAST ONCE A YEAR.**




| | | |
|---|---|---|
| A | Fumes motor (disassembly and cleaning and fumes pipe), new silicone in required points | ☑ |
| B | Inspection of gaskets, ash drawer and burn pot door (replace them and apply silicone where required) | ☑ |
| C | Combustion chamber (total cleaning of the entire chamber) and ignition plug tube cleaning | ☑ |
| D | Tank (complete emptying and cleaning). | ☑ |
| E | Room air fan disassembly and removal of dust and any pellet debris | ☑ |
| F | Air intake pipe inspection and of flow sensor cleaning | ☑ |

| DISPLAYS | |
|---|---|
| **DISPLAY** | **REASON** |
| **OFF** | Stove off |
| **START** | The start phase is in progress |
| **PELLET FEEDING** | Pellet feeding during the ignition phase is in progress |
| **IGNITION** | The ignition phase is in progress |
| **START-UP** | The start phase is in progress |
| **WORK** | The normal work phase is in progress |
| **MODULATION** | The stove is modulating |
| **BURN POT CLEANING** | The automatic burn pot cleaning is in progress. |
| **FINAL CLEANING** | When the stove is switched-off, final cleaning is in progress. The final cleaning phase lasts about 10 minutes. |
| **STAND BY** | Stove off due to temperature reached and in stand-by for re-ignition. |
| **EXT STAND BY** | Stove off due to an external thermostat, waiting for re-ignition |
| **COOLING STAND-BY** | A new ignition is attempted when the stove has just been switched off. When the stove switches off, one must wait for the complete shutdown of the fumes motor, then clean the burn pot.<br>The stove can only be re-ignited when these operations have been performed. |
| **COOLING STAND-BY BLACK OUT** | The stove is cooling due to black out |
| **LOW** | Room thermostat set at minimum value.<br>In this mode the stove only works at 1st power independently from the power set. To exit this function just raise the room temperature using button 4 and then key 2. |
| **HOT** | Room thermostat set at maximum value.<br>The stove works at the set speed, without ever modulating. To exit this function just lower the set temperature using button 4 and then key 1. |

| ALARMS | | |
|---|---|---|
| **DISPLAY** | **EXPLANATION** | **SOLUTION** |
| | Indicates the presence of an alarm. | On: indicates the presence of an alarm<br>Off: indicates the absence of alarms<br>Flashing: indicates the deactivation of the depression sensor.<br>The alarm can be reset by pressing button 3 for 3 seconds only if the fumes motor has stopped and if 15 minutes have elapsed from when the alarm was displayed. |
| **FUMES FAILURE** | Fault correlated to the flue gas exhaust motor. | The restoration operations must be carried out by an authorised technician. |
| **FUMES PROBE** | Fault correlated to the fumes probe. | The restoration operations must be carried out by an authorised technician. |
| **ALARM FUMES OVERHEATING** | The flue gas temperature has exceeded 310°C | Check pellet flow (see "Pellet feed adjustment").<br>Check that the machine is clean, including the fumes passage.<br>Do not rest cloths on the machine.<br>Other restoration operations must be carried out by an authorised technician. |
| **CLEAN CHECK UP 1 - 2**<br>**(1 = IN START-UP STAGE)**<br>**(2= IN OPERATING STAGE)** | The combustion chamber or burn pot bottom are dirty.<br>The door is not closed correctly.<br>The ash drawer is not closed correctly.<br>The depression sensor is faulty.<br>The flue exhaust pipe is blocked.<br>Incorrect installation | Make sure the holes at the burn pot bottom are completely free.<br>Check cleanliness of the fumes pipe and the combustion chamber.<br>Check hermetic door closure.<br>Check hermetic closure of the ash drawer.<br>Other restoration operations must be carried out by an authorised technician. |
| **DEPR ALARM** | The mechanical depression sensor has tripped | Contact after-sales centre |
| **NO IGNITION** | The pellet feed-box is empty.<br>Pellet feed calibration inadequate.<br>Incorrect installation | Check for the presence of pellets in the feed-box.<br>Adjust pellet flow (see "Pellet feed adjustment").<br>Check the procedures described in the "Ignition" chapter.<br>Other restoration operations must be carried out by an authorised technician. |
| **BLACK-OUT NO IGN.** | No current during the ignition phase. | Set the stove on OFF using key 1 and repeat the procedure described in the "Ignition" chapter.<br>Other restoration operations must be carried out by an authorised technician. |
| **NO PELLETS** | In the work phase, the t° of the flue gases has dropped below default parameters | Check for the presence of pellets in the feed-box.<br>Regulate the pellet flow.<br>Other restoration operations must be carried out by an authorised technician. |
| **COOLING STAND-BY** | Attempt to release the alarm with stove still in cooling mode. | Every time the stove displays one of the alarms listed above it will switch-off automatically.<br>The stove will block any alarm unlock attempt during this phase, showing the alarm itself and STAND-BY alternately on the display.<br>The alarm can be reset by pressing button 1 for 3 seconds only if the fumes motor has stopped and if 15 minutes have elapsed from when the alarm was displayed. |
| **DEBIMETER FAULT** | Component disconnected or faulty | Contact after-sales assistance |
| **AUGER CONTROL ALARM** | Anomalous functioning of pellet feeding | Contact after-sales assistance |
| **AUGER BLOCK** | Anomalous functioning pellet motor | Contact after-sales assistance |

# WARRANTY CONDITIONS

EXTRAFLAME S.p.A., with offices in via dell'Artigianato 12 Montecchio Precalcino (VI), guarantees this product for 2 (two) YEARS from the date of purchase for manufacture and material faults. The warranty becomes void in the event the defect is not reported to the dealer within two months from the date it was detected.

The responsibility of EXTRAFLAME S.p.A. is limited to the supply of the appliance, which must be perfectly installed, following the indications contained in the appropriate manuals and booklets provided with the purchased product and in compliance with the laws in force.
**Installation must be performed by qualified staff, under the responsibility of the person entrusting him, who will assume complete responsibility for the definitive installation and consequent good functioning of the product installed. Extraflame S.p.A. cannot be held responsible for the failure to comply with such precautions.**

**WARNING**
It is essential to carry out the functioning inspection of the product before its completion with the relative masonry finishings (counterhood, external coating, pilasters, wall painting, etc). EXTRAFLAME S.p.A. does not assume any responsibility for any damages and consequent restore expenses of the above finishings even if the same occur following the replacement of malfunctioning parts.

**THE WARRANTY IS VALIDATED ON THE CONDITION THAT:**

EXTRAFLAME S.p.A. assures that all its products are manufactured with top quality materials and with manufacturing techniques which guarantee total efficiency. If during normal use of the product, defective or malfunctioning parts are detected, the partwill be replaced free of charge, by the dealer who made the sale.

**TERRITORIAL EXTENSION OF THE WARRANTY**:
Italian territory

**VALIDITY**
**THE WARRANTY IS CONSIDERED VALID ON THE CONDITION THAT:**

- The purchaser sends the attached coupon within 8 days from the purchase date, filled-in in all parts. The purchase date must be validated by the possession of a valid fiscal document issued by the dealer.
- The appliance is installed in compliance with the Standards in force on this subject, the instructions contained in the provided manual and by professionally qualified staff.
- The appliance is used as prescribed in the instructions manual provided with all products.
- The warranty certificate has been filled-in and signed by the customer, validated by the dealer.
- The warranty document, filled-in and accompanied by the purchase fiscal document issued by the dealer, must be kept and shown to staff of the EXTRAFLAME S.p.A. Technical After-sales Service in the event of intervention.

**THE WARRANTY IS NOT CONSIDERED VALID IN THE FOLLOWING CASES**

- The warranty conditions described above have not been respected.
- Installation has not been performed with respect to the Standards in force regarding the provisions described in the manual/book provided with the appliance.
- Negligence of the customer due to lack of or incorrect maintenance of the product.
- Presence of electric and/or hydraulic plants that do not comply with the standards in force.
- Damages deriving from atmospheric, chemical, electro-chemical agents, improper use of the product, modifications and tampering with the product, inefficacy and/or unsuitability of the flue and/or other causes not deriving from the manufacture of the product.
- Combustion of materials not compliant with the types and quantities indicated in the manual/book supplied
- All damages caused by transport. It is therefore recommended to carefully check the goods on receipt, immediately informing the dealer of any damage, making a note on the transport document and on the carrier's copy.
- EXTRAFLAME S.p.A. is not liable for any damage that can, directly or indirectly, affect persons, objects and pets as a consequence of failure to comply with the prescriptions indicated in this manual/book.

**ALL PARTICULARS SUBJECT TO NORMAL WEAR ARE NOT COVERED BY WARRANTY:**
This category includes:

- The gaskets, all ceramic or toughened glass, coverings and cast iron or Ironker grates, the painted, chrome or gold-plated details, the majolica, the handles and the electric cables.

- Colour variations, crackles and slight size differences of the majolica parts are not a reason for claims, as they are natural features of the materials themselves.
- Parts made of refractory material
- Masonry work
- The system particulars for the production of domestic hot water not supplied by EXTRAFLAME S.p.A. (water products only).
- The heat exchanger is excluded from the warranty unless an adequate anti-condensate circuit which guarantees a minimum return temperature of the appliance of at least 55°C (only water products).

**FURTHER CLAUSES:**

The warranty also excludes any calibration or regulation interventions of the product in relation to the type of fuel or the type of installation.
The warranty is not extended if particulars are replaced.
No compensation will be paid for the time the product is inefficient.
This warranty is valid only for the purchaser and cannot be transferred.

**RECOMMENDED INSPECTION (WITH PAYMENT):**

EXTRAFLAME S.p.A. recommends that the functional inspection
of the product is performed by a qualified Technical After-Sales Centre, which will supply all
information for correct use.

**WARRANTY INTERVENTIONS**

The request for intervention must be sent to the dealer or after sales assistance Centre.
The warranty intervention envisions the repair of the appliance without any charge, as provided by the law in force.

**LIABILITY**

EXTRAFLAME S.p.A. does not grant any compensation for direct or indirect damage caused or depending on the product.

**LAW COURT**

The Vicenza Law Court is elected as the competent court for any disputes.

Extraflame®

Riscaldamento a Pellet

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Extraflame reserves the right to vary the features and data shown in this booklet at any time and without prior notice, in order to improve its products.
This manual cannot be considered as a contract for third parties.

This document is available at *www.extraflame.it/support*